

COMPLAINT HANDLING POLICY

1. GENERAL PROVISIONS

- 1.1. This complaint handling policy of UAB "Finance EU" (the "**Company**") (the "**Policy**") sets out the Company's policy for handling complaints, designed to ensure:
 - 1.1.1. a prompt, fair, effective, consistent and appropriate process for managing complaints received by the Company;
 - 1.1.2. the retention of complaints, materials related to their examination, responses, and information on the measures taken to resolve a complaint;
 - 1.1.3. the ongoing assessment of the results of complaint handling and the effective elimination of the causes of complaints;
 - 1.1.4. the periodic assessment of the implementation and effectiveness of this complaint management policy and, where necessary, its review and updating;
 - 1.1.5. the proper implementation of Regulation (EU) 2020/1503 (the "**Regulation**"), the Rules on the Handling of Complaints Received by Financial Market Participants approved by Resolution No. 03-105 of the Board of the Bank of Lithuania of 6 June 2013 (the "**Rules**") and other legal acts.
- 1.2. The Policy has been drawn up in accordance with the requirements set out in the Regulation, the Rules and other applicable legal acts.
- 1.3. This Policy applies to complaints regarding the services provided by the Company and (or) agreements concluded with the Company, to the extent related to the Company's crowdfunding service activities. The Policy does not apply to other claims, actions, or requests by clients and (or) third parties against the Company to perform the terms of an agreement or to provide information, clarifications, etc.
- 1.4. In implementing the Company's complaint handling policy set out in this Policy, the requirements of the legal acts governing the legal protection of personal data must be observed, and the Company's approved rules on the processing of personal data must be followed.

2. DEFINITIONS

- 2.1. The terms used in this Policy are as follows:
 - 2.1.1. **Response** – a reasoned explanation provided in writing by the Company to the Applicant regarding an examined Complaint or a decision taken;
 - 2.1.2. **Company** – UAB "Finance EU", legal entity code 306726092, registered office address at Debesijos g. 8-38, Vilnius, Lithuania;
 - 2.1.3. **Director** – the head of the Company;
 - 2.1.4. **Client** – a Project Owner or an Investor;
 - 2.1.5. **Applicant** – a Client who has submitted a Complaint regarding the services provided by the Company and (or) agreements concluded with the Company;
 - 2.1.6. **Regulation** – Regulation (EU) 2020/1503;
 - 2.1.7. **Complaint** – a written request to the Company by the Applicant, stating that its rights or legitimate interests, relating to the Company's crowdfunding service activities as understood under the Regulation, have been infringed;
 - 2.1.8. **Complaint Management Process** – the actions of the Company set out in this Policy relating to the receipt, registration and examination of Complaints, the notification of the Applicant, etc.;
 - 2.1.9. **Complaints Handling Officer** – the person responsible for handling Complaints at the Company, i.e. for gathering the information necessary to examine the Complaints

received, examining the Complaints, taking decisions, and preparing Responses to Applicants;

- 2.1.10. **Rules** – the Rules on the Handling of Complaints Received by Financial Market Participants approved by Resolution No. 03-105 of the Board of the Bank of Lithuania of 6 June 2013;
- 2.1.11. **Log** – the electronic log for registering Complaints submitted to the Company, in which the information set out in this Policy is recorded.
- 2.1.12. **Consumer** – a natural person who is in a contractual relationship with the Company and is acting for purposes which are outside his or her trade, business or profession, or to satisfy personal, family or household needs.
- 2.2. Other terms used in this Policy shall have the meanings assigned to them in the Regulation or other documents of the Company, unless the context requires otherwise.

3. SUBMISSION OF COMPLAINTS

- 3.1. An Applicant who considers that its rights or legitimate interests have been infringed in its relations with the Company may, in writing, either personally or through a representative, submit a Complaint to the Company in accordance with the form set out in Annex No. 1 to this Policy.
- 3.2. The Complaint must contain at least the following minimum information:
 - 3.2.1. if the Applicant is a natural person – the Applicant's name and surname, address, and contact details;
 - 3.2.2. if the Applicant is a legal entity – the Applicant's name, registration number and LEI code (if applicable), registered office address, and contact details;
 - 3.2.3. if the Applicant is represented by another person – the representative's name and surname or name, registration number and LEI code (if applicable), (registered office) address, contact details, and the basis of representation (with a power of attorney in the form prescribed by legal acts or another document confirming the Applicant's representative's authority to act on the Applicant's behalf attached to the Complaint);
 - 3.2.4. a reference to the investment and (or) agreement to which the Complaint relates;
 - 3.2.5. the substance of the Complaint – the acts (omissions) of the Company being complained of, to the extent related to the provision of crowdfunding services, in respect of which the Applicant submits the Complaint and on which it bases its claims;
 - 3.2.6. the date(s) of the events to which the Complaint relates;
 - 3.2.7. the place and date of submission of the Complaint;
 - 3.2.8. a list of the documents submitted together with the Complaint (e.g. power of attorney, evidence of the infringement, etc.).
- 3.3. The Complaint must be comprehensive, orderly, legible, and drawn up in Lithuanian or English.
- 3.4. The Complaint must be submitted to the Company in writing by any of the following means:
 - 3.4.1. by submitting it in person at the Company's registered office at Debesijos g. 8-38, Vilnius;
 - 3.4.2. by sending it by post (by courier or otherwise) to the Company's registered office at Debesijos g. 8-38, Vilnius;
 - 3.4.3. by sending it by e-mail to: info@florrid.com (attaching the Complaint as a separate scanned attachment to ensure the integrity of the text and to enable the signature to be identified).
- 3.5. Complaints must be addressed to the Company's compliance officer: Viktorija Ripinskaitė, e-mail info@florrid.com, tel. No. 06 77 16 132.

4. RECEIPT AND REGISTRATION OF COMPLAINTS

- 4.1. Upon receipt by the Company of a Complaint submitted by any of the means specified in Clause 3.4, the employee who received the Complaint must forward it to the Complaints Handling Officer on the same business day. The Complaints Handling Officer must, within 10 business days of the date the Complaint is received by the Company, confirm to the Applicant receipt of the complaint and its admissibility.
- 4.2. The Company shall consider the following Complaints inadmissible:
 - 4.2.1. if the submitted Complaint does not meet the requirements set out in Section 2.2;
 - 4.2.2. if an identical Complaint is submitted to the Company, or a Complaint that is already being examined by another competent authority or court, or in respect of which a decision of the Company has been taken, or in respect of which a court judgment, ruling or order has entered into force;
 - 4.2.3. anonymous Complaints.
- 4.3. If the Complaints Handling Officer decides that a Complaint is not admissible to the Company, the Applicant shall be provided with a clear and detailed explanation of why the Complaint is considered inadmissible and cannot be examined by the Company.
- 4.4. Once a decision has been taken by the Complaints Handling Officer to accept a Complaint for examination, the following information shall be provided to the Applicant within the time limit set out in Clause 4.1:
 - 4.4.1. the identity and contact details, including e-mail address and telephone number, of the Complaints Handling Officer, to whom the Applicant may address any questions relating to the Complaint;
 - 4.4.2. the time limit for examining the Complaint and providing the response to the Applicant.
- 4.5. Every accepted Complaint must be registered by the Complaints Handling Officer in the Log (Annex No. 2).
- 4.6. The following data on the Complaint shall be entered and maintained in the Log:
 - 4.6.1. the Applicant's name and surname, or name (if the Applicant is a legal entity);
 - 4.6.2. the Applicant's address as stated in the Complaint;
 - 4.6.3. the date and means of receipt of the Complaint;
 - 4.6.4. the registration number of the Complaint;
 - 4.6.5. the substance of the Complaint (brief summary);
 - 4.6.6. the Company's services or products complained of, and their types;
 - 4.6.7. the date the response was sent to the Applicant;
 - 4.6.8. the final outcome of the examination of the Complaint (decision).
- 4.7. It is also recommended that all other actions of the Company related to the examination of the Complaint (e.g. contacting external lawyers, internal discussions of the circumstances stated in the Complaint, internal checks, etc.) be recorded in the Log.

5. EXAMINATION OF COMPLAINTS

- 5.1. The Company must take all possible measures to ensure that a Complaint is examined as promptly and thoroughly as possible. In examining complaints, the Company must be guided by the principles of respect for human rights, justice, fairness, reasonableness, objectivity, impartiality, promptness and other principles enshrined in the Rules and other legal acts of the Republic of Lithuania.
- 5.2. The Complaints Handling Officer shall either examine the Complaint and draft the Response itself, or instruct other competent employees of the Company, within as short a period as possible but no longer than the time limits set out in Clause 5.9 of the Policy, to investigate the circumstances and claims stated in the Complaint and to submit a written draft Response to the Complaints Handling Officer.

- 5.3. The Complaints Handling Officer may not investigate complaints submitted in respect of the acts (omissions) of the Complaints Handling Officer, or of the acts (omissions) of its close relatives (if any of them work at the Company). In such a case, the Complaints Handling Officer must withdraw from the examination of the particular Complaint, notifying the Director in writing, who shall appoint another employee of the Company for whom no conflict of interest arises in examining the Complaint. A person whose acts (omissions) are the subject of the complaint, a close relative of such a person, or a person directly subordinate to such a person, may not be appointed to investigate the Complaint. If the persons referred to in this clause consider that, in a particular case, they cannot examine a Complaint due to other circumstances that give rise, or may give rise, to a conflict of interest, they must promptly notify the Director thereof and withdraw from the examination or investigation of the particular Complaint. If the circumstances referred to in this clause become apparent in the course of the examination of a Complaint, urgent action must be taken to eliminate the circumstances giving rise, or capable of giving rise, to a conflict of interest, and, where necessary, another person shall be appointed to examine or investigate the particular Complaint.
- 5.4. The person examining a Complaint must, among other things:
- 5.4.1. gather and assess all documents and data related to the Complaint being examined;
 - 5.4.2. analyse and assess historical data related to the servicing of the Applicant;
 - 5.4.3. analyse and assess the Applicant's previous Complaints (if any);
 - 5.4.4. assess other available information relevant to the examination of the Complaint (agreements concluded by the Applicant, data related to the performance of obligations to the Company, etc.);
 - 5.4.5. communicate with the Applicant, where necessary;
 - 5.4.6. where necessary, request explanations regarding the circumstances of the Complaint from the Company's employee whose acts are complained of, or from that employee's colleagues;
 - 5.4.7. where necessary, request the Applicant or its representative to provide additional information necessary for the examination of the Complaint.
- 5.5. Complaints shall be examined by the Company in writing. In exceptional cases, meetings between the parties may be organised with a view to resolving the dispute amicably. Such a meeting may be organised either by the Applicant who submitted the Complaint or by the Company.
- 5.6. Complaints are examined by the Company free of charge.
- 5.7. The person examining the Complaint shall inform the Applicant of all additional actions taken in examining the Complaint, and shall promptly respond to reasonable questions from the Applicant regarding the examination of the Complaint.
- 5.8. The person examining the Complaint must examine the Complaint and provide the Applicant with a comprehensive, reasoned Response, supported by documents, no later than within 15 business days of the date the Applicant's Complaint is received by the Company.
- 5.9. If, for exceptional reasons beyond the Company's control, it is not possible to provide the Response within 15 business days, the Company shall notify the Client thereof, stating the reasons for the delay in the Response to the Complaint and the time limit by which the Applicant will receive the final Response.
- 5.10. If, during the examination of a Complaint, the Applicant who submitted the Complaint waives its claim in writing, the Complaints Handling Officer shall discontinue the examination of the Complaint that has been commenced. In such a case, a corresponding entry shall be made in the Log regarding the waiver of the Complaint and the discontinuation of its examination.

6. DECISION-MAKING AND PROVISION OF THE RESPONSE

- 6.1. The Response shall take into account all the issues raised in the Complaint and shall set out the reasons underlying the relevant decision. The decision on the Complaint must be consistent with all previous decisions of the Company on similar Complaints, unless the Company can justify taking a different decision.

- 6.2. The original Response, together with any attached documents, shall be provided to the Applicant by e-mail, or, at the Applicant's request, in paper form.
- 6.3. The Response to the Applicant must contain at least:
 - 6.3.1. the date the Response is provided;
 - 6.3.2. the reasoned Response;
 - 6.3.3. a list of attached documents (if any);
 - 6.3.4. the name, surname, position and signature of the person who prepared the Response to the Complaint.
- 6.4. Responses to Applicants' Complaints must in all cases be agreed with the Company's director.
- 6.5. If the Company is not responsible for carrying out the activity referred to in the Complaint received, the Company shall inform the Applicant of the reasons for refusing to accept and examine the Complaint, as well as, if possible, the financial market participant responsible for examining the relevant Complaint.
- 6.6. If the Company does not satisfy the Applicant's claims, or satisfies them only in part, and the Applicant is a Consumer, the Applicant shall have the right to apply to the Bank of Lithuania in writing or electronically within 1 (one) year from applying to the Company to resolve the dispute that has arisen. An Applicant who misses the specified time limit for applying to the Bank of Lithuania shall lose the right to apply to the Bank of Lithuania in respect of the same dispute, i.e. in respect of the same subject matter (claim against the Company) and on the same basis (the circumstances on which the claim is based), regardless of whether it has reapplied to the Company.
- 6.7. You can find out more about the procedure for consumer disputes with financial service providers on the Bank of Lithuania's website: <https://www.lb.lt/lt/daugiau-apie-gincius-su-finansiniu-paslaugu-teikeju>.
- 6.8. If the Company does not satisfy the Applicant's claims, or satisfies them only in part, and the Applicant is not a Consumer, the Applicant shall have the right to apply to a court in accordance with the procedure established by the laws of the Republic of Lithuania.
- 6.9. Examined Complaints, together with all documentation, must be kept in a separate complaints file or in the Company's electronic data storage system in accordance with the procedure established by law, but for no less than 3 years from the date the final response is provided to the client.

7. ASSESSMENT OF COMPLAINT HANDLING RESULTS

- 7.1. In order to identify its shortcomings and potential legal or operational risk, the Company shall continuously assess the results of complaint handling. In the course of this assessment, the employee appointed by the Director shall:
 - 7.1.1. gather information on similar Complaints, to the extent related to the Company's crowdfunding service activities, and analyse this information in order to identify the root cause of the complaints, and shall also submit proposals to the Director on setting priorities for eliminating the causes of Complaints;
 - 7.1.2. assess whether the root cause of certain Complaints may give rise to Complaints regarding other services or products provided by the Company, to the extent related to the Company's crowdfunding service activities;
 - 7.1.3. assess whether the root causes of Complaints can be eliminated, and submit proposals to the Director on the means of eliminating them;
 - 7.1.4. where necessary, take action to eliminate the identified root causes of Complaints;
 - 7.1.5. ensure that information on recurring or systemic causes of Complaints is regularly provided to the Director, so that the Director can effectively perform its functions.
- 7.2. Having reviewed the information referred to in Clause 7.1 of the Policy on the Complaints received by the Company and the results of their examination, and having assessed the proposals received on the priorities and means for eliminating the causes of Complaints, the

Director shall take the relevant decisions in order to eliminate the identified root causes of Complaints.

- 7.3. Information on the Director's decisions regarding the elimination of operational shortcomings identified on the basis of Complaints and regarding risk management must be retained for no less than 3 years, in accordance with the procedure established by legal acts.

8. RESOLUTION OF DISPUTES BETWEEN THE PARTIES TO A FINANCING TRANSACTION

- 8.1. If an Applicant considers that another party to a financing transaction has infringed its rights or legitimate interests, the Applicant shall have the right to apply to the Company in accordance with the same procedure set out in this Policy. In such cases, however, the Applicant must state that it is applying in respect of a dispute between the parties to the financing transaction.
- 8.2. Having examined the information submitted by the Applicant relating to the dispute between the participants in the financing transaction, the Company may, within a period not exceeding 35 business days, submit to the parties to the financing transaction a proposal for a possible way of resolving the dispute. Such a proposal shall not be binding or mandatory.
- 8.3. Under Clause 8.1 of the Policy, information submitted by the Applicant shall not be considered a Complaint, and the other provisions of the Policy applicable to Complaints shall not apply to it. In all cases, the Company shall endeavour to act in the best interests of its Clients, but shall assume no liability for any dispute resolution proposal submitted, its suitability, or its consequences.
- 8.4. If the dispute between the parties to the financing transaction is not resolved in accordance with the procedure set out in Clauses 8.1–8.3 of the Policy, the dispute between the parties to the financing transaction shall thereafter be resolved in accordance with the procedure established by applicable legal acts.

9. FINAL PROVISIONS

- 9.1. Amendments and (or) supplements to this Policy shall take effect on the day following the day of their adoption, unless another effective date is specified. The Director must ensure that the Company's employees are informed in a timely manner of amendments and (or) supplements to the Policy.
- 9.2. The Director shall be responsible for the proper implementation of, and control over, the Policy. The Director shall determine who performs the functions of the Complaints Handling Officer.
- 9.3. Complaints Handling Officers must have sufficient skills, knowledge and experience to properly implement the requirements of this Policy.
- 9.4. The Complaints Handling Officer must be granted access to all information necessary for examining Complaints.
- 9.5. The Company shall collect and, at the request of the Bank of Lithuania, provide information on the number of Complaints received, broken down by reasons for submission and by examination outcomes.
- 9.6. All employees of the Company shall be acquainted with this Policy and its amendments against signature and must comply with it.

COMPLAINT FORM

1.a Personal data of the Applicant:

SURNAME/NAME OF LEGAL ENTITY	NAME	REGISTRATION NUMBER AND LEI (IF ANY)

ADDRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE OF COMPANIES)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	

1.b Contact details (if different from those provided in Clause 1.a):

SURNAME/NAME OF LEGAL ENTITY	NAME

ADDRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE OF COMPANIES)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	

2.a Personal details of the legal representative (if applicable) (power of attorney or other official document proving the appointment of the representative):

SURNAME/NAME OF LEGAL ENTITY	NAME	REGISTRATION NUMBER AND LEI (IF ANY)

ADDRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE OF COMPANIES)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	

2.b Contact details (if different from those provided in Clause 2.a):

SURNAME/NAME OF LEGAL ENTITY	NAME

ADDRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE OF COMPANIES)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	
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3. Information about the complaint

3.a Full reference to the investment or arrangement to which the complaint relates (i.e. registration number of the investment, name of the owner/company of the project or the name of the crowdfunding project, any other reference to the relevant transactions...)

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3.b Description of the subject matter of the complaint (clearly state the subject matter of the complaint)

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Please provide supporting documentation for these facts.

3.c Date(s) of the facts complained of

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3.d Description of the damage or loss caused (where relevant)

3.e *Other comments or relevant information (where relevant)*

(location)

(date)

SIGNATURE

COMPLAINANT / LEGAL REPRESENTATIVE

Submitted documents (please tick the applicable box):

Power of attorney or other relevant authorization document	
Copy of the agreement documentation related to the investment(s) subject to the complaint	
Other documents supporting the complaint:	

LOGBOOK OF COMPLAINTS							
No.	Date and method of receipt of the complaint	Applicant (name, surname or title)	Address of the applicant	Complaint description	Services or products complained of and their types	Complaint examination (when, by whom, etc.)	Date of response

COMPLAINT FORM

1.a Personal data of the Applicant:

SURNAME/NAME OF LEGAL ENTITY	NAME	REGISTRATION NUMBER AND LEI (IF ANY)

ADDRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE OF COMPANIES)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	

1.b Contact details (if different from those provided in Clause 1.a):

SURNAME/NAME OF LEGAL ENTITY	NAME

ADDRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	

2.a Personal details of the legal representative (if applicable) (power of attorney or other official document proving the appointment of the representative):

SURNAME/NAME OF LEGAL ENTITY	NAME	REGISTRATION NUMBER AND LEI (IF ANY)

ADDRESS:	POSTAL CODE	CITY	COUNTRY

STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE)			

TELEPHONE NO.:		E-MAIL:	
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2.b Contact details (if different from those provided in Clause 2.a):

SURNAME/NAME OF LEGAL ENTITY	NAME

ADRESS: STREET, HOUSE NUMBER, FLOOR (REGISTERED OFFICE)	POSTAL CODE	CITY	COUNTRY

TELEPHONE NO.:		E-MAIL:	
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3. Information about the complaint

3.a Full reference to the investment or arrangement to which the complaint relates (i.e. registration number of the investment, name of the owner/company of the project or the name of the crowdfunding project, any other reference to the relevant transactions...)

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3.b Description of the subject matter of the complaint (clearly state the subject matter of the complaint)

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Please provide supporting documentation for these facts.

3.c Date(s) of the facts complained of

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3.d *Description of the damage or loss caused (where relevant)*

--

3.e *Other comments or relevant information (where relevant)*

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(location)

(date)

SIGNATURE

COMPLAINANT / LEGAL REPRESENTATIVE

Submitted documents (please tick the applicable box):

Power of attorney or other relevant authorization document	
Copy of the agreement documentation related to the investment(s) subject to the complaint	
Other documents supporting the complaint:	

LOGBOOK OF COMPLAINTS									
No.	Date and method of receipt of the complaint	Applicant (name, surname or title)	Address of the applicant	Complaint description	Services or products complained of and their	Complaint examination (when, by whom, etc.)	Date of response	Final outcome of the complaint (decision)	Other remarks

FORMULARZ SKARGI

1.a Dane osobowe wnioskodawcy:

NAZWISKO/NAZWA LUB FIRMA	IMIĘ	NUMER REJESTRACYJNY I LEI (JEŚLI DOTYCZY)

ADRES: ULICA, NUMER DOMU, PIĘTRO (ZAREJESTROWANA SIEDZIBA FIRMY)	KOD POCZTOWY	MIASTO	KRAJ

NUMER TELEFONU:	E-MAIL:

1.b Dane kontaktowe (jeśli różnią się od danych podanych w punkcie 1.a):

NAZWISKO/NAZWA LUB FIRMA	IMIĘ

ADRES: ULICA, NUMER DOMU, PIĘTRO (ZAREJESTROWANA SIEDZIBA FIRMY)	KOD POCZTOWY	MIASTO	KRAJ

NUMER TELEFONU:	E-MAIL:

2.a Dane osobowe przedstawiciela ustawowego (jeśli dotyczy) (pełnomocnictwo lub inny oficjalny dokument potwierdzający wyznaczenie przedstawiciela):

NAZWISKO/NAZWA LUB FIRMA	IMIĘ	NUMER REJESTRACYJNY I LEI (JEŚLI DOTYCZY)

ADRES: ULICA, NUMER DOMU, PIĘTRO (ZAREJESTROWANA SIEDZIBA FIRMY)	KOD POCZTOWY	MIASTO	KRAJ

NUMER TELEFONU:		E-MAIL:	
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2.b Dane kontaktowe (jeśli różnią się od danych podanych w punkcie 2.a):

NAZWISKO/NAZWA LUB FIRMA	IMIĘ

ADRES: ULICA, NUMER DOMU, PIĘTRO (ZAREJESTROWANA SIEDZIBA FIRMY)	KOD POCZTOWY	MIASTO	KRAJ

NUMER TELEFONU:		E-MAIL:	
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3. Informacje dotyczące skargi

3.a Pełne odniesienie do inwestycji lub umowy, której dotyczy skarga (tj. numer rejestracyjny inwestycji, nazwa właściciela/spółki realizującej projekt lub nazwa projektu finansowania społecznościowego, wszelkie inne odniesienia do odpowiednich transakcji...)

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3.b Opis przedmiotu skargi (proszę jasno określić przedmiot skargi)

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Proszę przedstawić dokumenty potwierdzające te informacje.

3.c Data/daty zdarzeń, których dotyczy skarga

3.d *Opis spowodowanych szkód lub strat (w stosownych przypadkach)*

3.e *Inne uwagi lub istotne informacje (w stosownych przypadkach)*

(miejsce)

(data)

PODPIS

SKARŻĄCY / PRZEDSTAWICIEL USTAWOWY

Złożone dokumenty (proszę zaznaczyć odpowiednie pole):

Pełnomocnictwo lub inny odpowiedni dokument upoważniający.....	
Kopia dokumentacji umowy dotyczącej inwestycji będących przedmiotem skargi.....	
Inne dokumenty potwierdzające skargę:	

REJESTR SKARG									
N r	Data i sposób otrzyma nia skargi	Wnioskoda wca (imię, nazwisko lub tytuł)	Adres wnioskoda wcy	Opis skar gi	Usługi lub produk ty, któryc h dotycz y skarga	Rozpatrze nie skargi (kiedy, przez kogo, itp.)	Data odpowie dzi	Ostatecz ny wynik rozpatrze nia skargi (decyzja)	Inne uwa gi