

1.	Name of service	Persons Complaints Handling
2.	Recipients of service	Natural persons not for business purposes; Legal persons not for business purposes; Legal persons for business purposes; Natural persons for business purposes
3.	Type of service: electronic/ non-electronic	non-electronic
3.1.	Link to electronic service	-
3.2.	Link to online application form (<i>when electronic service unavailable</i>)	There is no application form. There is no service initiation form. The complaint shall be written in free form. Complaints may be submitted in written form: 1. In writing (upon the person's arrival at the Gaming Control Authority under the Ministry of Finance of the Republic of Lithuania at Ukmerges Street 222, Vilnius); 2. By mail or courier; 3. Electronically to the Gambling Control Authority under the Ministry of Finance of the Republic of Lithuania at info@lpt.lt . Requests submitted by email must be signed electronically.
4.	Timeframe of service	Complaints from persons, with the exception of complaints from persons which, without prejudice to the interests of the person making the request, of other persons or to the institution, may be dealt with immediately, shall be dealt with within 20 working days of registration of the request with the Control Authority.
5.	Fees of service	The service is provided free of charge
6.	Cross-border payment measures and procedure	-
7.	Description of process for obtaining a service	The examination of a complaint concerning the alleged violation of the rights and legitimate interests of the person complained of as a result of acts, omissions or administrative decisions of a

		<p>public administration entity shall result in binding administrative proceedings.</p> <p>The administrative procedure shall be commenced by the Head of the Public Administration Entity or his authorized public servant or by a commission formed by the Head of the Public Administration Entity by written order (order, ordinance, resolution) within 3 working days from receipt of the complaint.</p> <p>Unless the complaint contains a clear statement of the substance of the matter at issue and the circumstances or individual requesting it to be heard, the decision on the administrative procedure shall be taken only after hearing the person whose complaint has been infringed and the administrative procedure initiated.</p> <p>After completion of the administrative procedure, the public servant or employee shall make an application for the decision of the administrative procedure and forward it to the head of the public administration entity. The application for a decision on the administrative procedure must state the factual circumstances ascertained at the time of the appeal, the legal acts on the basis of which the draft administrative procedure decision was drafted, the draft administrative decision proposed and the date on which it was filed. The administrative procedure shall end with the adoption of a decision on the administrative procedure.</p> <p>The person applying for the opening of the administrative procedure shall, within 3 working days of the date of the decision on the administrative procedure, be informed in writing of the decision taken in the administrative procedure, in accordance with the requirements of legal acts governing the protection of personal data.</p>
8.	List of documents to be submitted to obtain a permit	The complaint must be signed; the complaint shall indicate the actions, omissions or administrative decisions taken by the employees of the Gambling Control Authority under the Ministry of Finance of the Republic of Lithuania which may have resulted in violation of individual rights and legitimate interests; name, surname, place of residence (if

		<p>natural person applies) or name, registered office (if legal person applies), contact details.</p> <p>Attached information and documents necessary for the decision of the administrative procedure, which are not in state registers or other state and municipal information systems.</p>
9.	Contact details of the authority providing a service (position of responsible employee, name and surname, e-mail, phone no.)	<p>Name and surname: Arnoldas Dilba Position: Head of the Legislation, staff and general affairs Phone: +37052336246 Fax: +37052336246 Email: arnoldas.dilba@lpt.lt</p> <p>Name and surname: Greta Genelienė Position: Chief specialist of the Legislation, staff and general affairs Telefonas: +37052336246 El. paštas: greta.geneliene@lpt.lt</p> <p>Name and surname: Živilė Babrauskaitė Position: Chief specialist of the Legislation, staff and general affairs Phone: +37052336246 Email: zivile.babrauskaite@lpt.lt</p>
10.	Information concerning available remedies	In accordance with the procedure established by the Law on Administrative Proceedings of the Republic of Lithuania, the action of the service provider can be appealed to the Supreme Administrative Disputes Commission or the Vilnius Regional Administrative Court within one month from the receipt of the decision.
11.	Contact details of organisations from which providers or recipients can obtain practical assistance	-