

## Procedure of receipt and consideration of customer complaints

<p><b>How to make a complaint?</b></p>	<p><b>Information telephone:</b> +371 20361862  <b>E-mail:</b> <a href="mailto:info@rigassatiksmelv.lv">info@rigassatiksmelv.lv</a>  <b>At the web-site:</b> in the section <a href="#">Contact us</a>  <b>Social networks:</b> <a href="#">Facebook</a>, <a href="#">Twitter</a>  <b>Address (for postal items):</b> <a href="#">Vestienas Street 35, Riga, LV-1035</a>  <b>In customer service centres:</b> <a href="#">addresses</a></p>
<p><b>What should be indicated in the complaint?</b></p>	<ul style="list-style-type: none"> <li>• Provide accurate, clearly legible contact information: first name, last name, telephone number, email address, or residential address.</li> <li>• State the complaint in as much detail as possible and, if possible, attach copies of documents related to the complaint. If the complaint concerns the public transport service, indicate the place/stop of the incident, date and time, route, vehicle number, direction of travel, e-ticket number and other data that will help to qualitatively consider the complaint.</li> <li>• Provide information if there was a previous contact with "Rīgas satiksme": date and number of the answer, method of contact.</li> </ul>
<p><b>What are your rights in the process of complaint consideration?</b></p>	<ul style="list-style-type: none"> <li>• Rights to a fair consideration of the complaint.</li> <li>• Get a substantive answer.</li> <li>• The <a href="#">protection</a> of your <a href="#">personal data</a> is ensured.</li> </ul>
<p><b>How is your complaint considered and the answer provided?</b></p>	<ul style="list-style-type: none"> <li>• We will carefully consider the situation described in your complaint, analyze it and provide an answer as soon as possible.</li> <li>• We will consider your complaint and provide an answer within 10 days, taking into account the urgency of the issue mentioned in the complaint, but not later than within one month of the date of receipt of the submission, in accordance with the procedure specified in the <a href="#">Law on Submissions</a>, unless regulatory enactments provide for a different period of consideration.</li> <li>• The response to the complaint is provided to you in accordance with your preferred methods of receiving a response.</li> </ul>
<p><b>Important to know</b></p>	<p>Your complaint will be considered if the following is specified</p> <ul style="list-style-type: none"> <li>• sufficient data (for example, data on the time and place of the incident) and the nature and content of the complaint and the contact information are understandable to contact you and clarify unclear information. <p>Your complaint will not be considered if</p> <ul style="list-style-type: none"> <li>• the content of the complaint is offensive and inappropriate for the person's dignity (rude, etc.);</li> <li>• it is not within the competence of "Rīgas satiksme", but, if possible, we will forward it to the responsible organization, and we will inform you about this.</li> </ul> <p>Perhaps, you can find the answer to your complaint on our home page in the section <a href="#">Regulatory documents</a></p> </li></ul>