

# Consumer Dispute Resolution Commission

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Translated by machine translator

The Consumer Dispute Settlement Commission (hereinafter - Commission) shall be an independent collegial decision-making body which, on the basis of a consumer's submission, shall settle a dispute between the consumer and the seller or service provider. . The Commission's action is ensured by the Consumer Protection Price s. The Commission shall be an out-of-court dispute solver in accordance with the Consumer Extraordinary Dispute Solver Act. . The President and the members of the Commission shall be independent and impartial in the handling of the dispute and in the taking of decisions and shall not be subject to orders or other effects I. The Commission shall apply the procedures laid down in the Consumer Rights Protection Law when dealing with disputes.

The Commission shall not consider the dispute if:

- the consumer has not contacted the seller or service provider to resolve the dispute by negotiation;
- the dispute is insignificant or petty;
- the dispute shall be adjudicated or has been dealt with by another out-of-court dispute or court, as well as where the settlement of the dispute falls within the competence of another out-of-court dispute Solver;
- the dispute relates to a goods or service with a price not exceeding EUR 20 or to a goods or service with a price exceeding EUR 14 000;
- resolving the dispute would seriously disrupt the effective functioning of the Commission;
- the dispute is over health services;
- the dispute is over legal services;
- the dispute relates to services related to the use of residential spaces;
- the dispute is the loss of payment documents or the recovery of debt;
- the declared insolvency of the seller or service provider;
- the dispute is the insurance service for the civil liability of road vehicle owners;
- more than a year has elapsed since the date on which the complaint or application was lodged with the seller or service provider.

The Commission shall be composed of the President and the members of the Commission. . The members of the Commission shall be representatives and specialists of consumer law associations and merchant associations referred to in Section 22 of the Consumer Rights Protection Law in the field in which the dispute is being examined, or have adequate experience in resolving such disputes.

The settlement of the dispute within the Commission shall be free of charge.

## Procedures for the Review of a Dispute in the Consumer Dispute Settlement Commission

The consumer shall attach to the submission documents justifying the claim, including a copy of the document certifying the transaction (cheque or other proof of payment), as well as a copy of the complaint or submission submitted to the seller or service provider and the reply received (if possible). It is not necessary to re-submit copies of documents submitted to the Consumer Rights Protection Centre in the past. .

The Commission shall review the dispute at its meeting without the presence of the parties to the dispute and shall decide on the

dispute on the basis of information submitted by the parties to the dispute. . In the absence of evidence in the case, the Commission may decide to close the dispute.

The Commission shall review the dispute and take a decision not later than 90 days from the date on which all the necessary documents have been received. The Commission shall act by simple majority.

The decision of the Commission shall be enforceable on a voluntary basis within 30 days from the date of its entry into force. . The Commission decision shall have the nature of the recommendation and shall not be contested or subject to appeal.

The Commission shall review the dispute if the consumer has initially addressed the Consumer Rights Protection Centre with an application, but the assistance provided by the Consumer Rights Protection Centre has not produced the relevant result.

The consumer shall submit a submission regarding the examination of the dispute to the Consumer Rights Protection Centre in writing.

The consumer shall contain the following information in the application for the settlement of the dispute:

- \* his or her given name, surname, address of residence and contact details;
- \* the contact details of the seller or service provider (given name, surname and address of the natural person;
- \* the name, registration number and legal address of the legal person), the nature of the dispute, his or her claim and the grounds for it;
- \* information confirming that it has been performed: arrangements for resolving the dispute in agreement with the seller or service provider.

<https://www.ptac.gov.lv/en/consumer-dispute-resolution-commission-0>