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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  | | --- | --- | --- | --- | | http://www.cyprus.gov.cy/portal/portal.nsf/0/64b48afa606d5553c22570360021f4a4/Text/8.30D2?OpenElement&FieldElemFormat=jpg |  |  | | | REPUBLIC OF CYPRUS  **MINISTRY OF COMMUNICATIONS AND WORKS** |  |  |  | |  | cid:B9422E4C-AACF-40ED-8F50-89439C2B35B9@local |

The Basic Requirements which must be fulfilled by Specified Categories of Products Laws of 2002 to 2009, the basic requirements (Low Voltage Electrical Equipment) Regulations of 2003 and

the Basic Requirements (Electromagnetic Compatibility) Regulations of 2007 to 2009

**COMPLAINT**

**Details of Complainant**

Name and Surname: …………..…………………………………………………………………..

Address: ……………………..……………………………………………………………………

Tel. no: ……………………..…………………Fax No…………………………………………..

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**Description of Product**:…………………………………………………………………………..

Name and description:……………………………………………………..………………………

Manufacturer: ……………………………………………………………………..………………

Trade Name/ Type ……………………………………………………..……………..…………..

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**Subject/Description of the complaint**:

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**Details of the shop/ location where the product is available**:

Name: ………………………………………………………………………………………………

Street/No/Town:……………………………………………………………………………………

Tel. No: ………………………………………Fax No…………………………………………….

Signature of complainant :…………………… Date: …………………………………………….

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**FOR SERVICE USE ONLY**

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**Instructions of person in charge:** ………………………………………………………………..

……………………………………………………………………………………………………..

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**Results of the investigation**: ……………………………………………………………………..

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File No. of Product: ……………………………………………………………………………….

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Investigated by:………………………….Date…………….Signature……………………………

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Letter informing the complainant: ……………………………………………………..

Instructions for making complaints

Consumers or economic operators wishing to make a complaint in connection with the non compliance of products available in the market and are covered by the directive on low voltage electrical equipment and/or the electromagnetic compatibility directive, may make their complaint by filling in the attached form.

The complaint may be made in confidence to the Director of the Department of Electrical and Mechanical Services in a closed envelop with the indication CONFIDENTIAL. The envelope should be enclosed in a second envelope which should also be addressed to the Director.