

Instructions for filling out the administrative complaint form

Complainant:

1. Write all your first names (given names) in *First name*.
2. In *Surname*, write all your surnames (family names). You do not need to provide former surnames.
3. Write your postal address in *Address*, that is to say, the name of the street or road, house number, as well as possible identifier of the doorway (letter or number) and number of the apartment.
4. In *Post code and city*, write your post code and city, as well as the country, if your address is not in Finland.
5. Write your telephone number in the field *Phone number*. Add the international dialling code in front of your telephone number, in other words, present your telephone number in the form +358 (0)10 1234567. Providing your telephone number may speed up the processing of your case, if we need additional information, for instance, in order to process the complaint.
6. In the field *Email*, provide your email address to which you wish to receive email messages concerning your complaint. If you agree to an electronic service of notice, a written response can be delivered to you to the email address you provide in this text field (see *Electronic service of notice*). Write your email address by using @ or (at).

Subject of the complaint:

1. Under *Subject of the complaint*, choose the Finnish Border Guard's administrative unit concerned. Tick the checkbox in front of the said administrative unit. In accordance with your subject, you can choose several administrative units. Choose and tick the alternative *Finnish Border Guard*, if your complaint concerns the actions of the Finnish Border Guard.

Details concerning the incident or the matter:

1. In the field *Which task or actions of the Finnish Border Guard does your complaint concern?*, report which task or actions of the Finnish Border Guard your complaint concerns. The complaint may concern, for example, a border check or maritime search and rescue, or other duties of the Finnish Border Guard, or conduct of the Finnish Border Guard or its officials in carrying out the said duty.
2. In the text field *Does your complaint concern a specific official or specific officials?*, provide the name or names of the said officials, where possible. If you do not know the names of the said officials, you can provide information that facilitates their identification.

3. In *Time of the event*, provide the date and time of the event as detailed as possible. Explicit information helps to discover the officials involved in the events.
4. In *Place of the event*, explain as exactly as possible in which city or location the events took place.
5. In *Description of the events or actions*, disclose the events and your experience in your own words and describe the situation as detailed as possible. Where necessary, you can provide more details in a separate appendix. Remember to send the possible appendix, and list it in *Appendices*.
6. In the text field *The reasoning for why you consider the said actions as illegal, erroneous or inappropriate*, provide reasoning for why you consider the said actions as unlawful, erroneous or inappropriate.

Details concerning other processing of the matter:

1. Please answer the question *Has any other authority already addressed the matter?* by ticking either *Yes* or *No*. If you answer *Yes*, write in the following field *Authority that has addressed the matter, time and date, as well as possible other details concerning the processing* the name of the authority that processes or has previously processed the matter, as well as the details necessary for identifying the case, such as identification number for the case. If you answer *No*, you can leave the next text field blank.
2. Tick *Electronic processing*, if you agree to an electronic service of notice. An electronic service of notice means that the response issued to a complaint is delivered electronically to the email address you provide via this form, when conditions laid down in the Act on Electronic Services and Communication in the Public Sector are fulfilled. Act on Electronic Services and Communication in the Public Sector (13/2003) is available online at www.finlex.fi.

Appendices:

1. Name the possible appendices in connection to your complaint in a manner that describes their content. For example, in accordance with the subject of the complaint, as well as the place and time of the event. Provide the file names of these appendices in List possible appendices. Electronic files can be sent in the following formats: pdf, docx, pptx, xlsx, jpg and png.

Signature:

1. In the text field *Date*, write the date in the form day, month and year.
2. In *Place*, write the locality or city, where you sign the form.
3. Write your signature in the field *Signature*.
4. In the text field *Name in capitals*, write your first name and surname in this order.



If you use a computer to fill out the form, print the form for signing only after you have filled out all the other necessary information (only *Signature* is left blank). When you have signed the form, scan it for electronic sending, and save it under a recognisable name, for example as follows:

Administrative_Complaint_Date_Name_of_the_Complainant.

Signature is not mandatory if you submit the form electronically. The matter can be processed if the document includes information of the sender and there is no uncertainty about the originality or integrity of the document. Please fill in your name and contact details carefully.

You can also send the printed complaint in paper form to:

Finnish Border Guard
P.O. Box 3
00131 HELSINKI