



EUROPEAN COMMISSION

SECRETARIAT-GENERAL

Brussels, 24 September 2009
SG(2009) D/867

[REDACTED]
[REDACTED]
[REDACTED] ZUG

Dear [REDACTED]

With reference to your letter of 03.09.2009, I am pleased to inform you that your complaint has been registered under reference number 2009/4572, SG/CDC/(2009) A/8865 (please quote this reference in any further correspondence). It should be noted that the assignment of an official reference number to your complaint does not necessarily mean that an infringement procedure will be opened by the Commission.

The Commission's services will consider your complaint in the light of the applicable Community law. You will be informed direct of the findings and of the course of any infringement procedure opened. In the meantime you can contact the Secretariat-General, Unit SG-R-2, which will forward your mail, by fax on +32-2 296 43 35 or at SG-PLAINTE@ec.europa.eu.

You may opt for confidential or non-confidential treatment of your complaint. Non-confidential treatment means that the Commission's services have your permission to disclose your identity in any representations they make to the authorities of the Member State against which you have made your complaint. Where you have not indicated your choice in this respect by means of the complaint form or by letter, the Commission's services will presume that you have opted for confidential treatment. It should be borne in mind, however, that the disclosure of your identity by the Commission's services may in some cases be indispensable to the handling of the complaint.

You will not be requested to contribute to the procedural costs, even where the Commission decides to open an infringement procedure.

Lastly, it is in your interest also to make use of means of redress available at national level, which as a rule enable you to assert your rights more directly and more personally. Where you have suffered damage, for example, only the national courts can award you reparation from the Member State concerned. Furthermore, since there is a time-limit on national means of redress, unless you use them quickly, you may lose your rights at national level.

You are advised to read the annex for further information on proceedings concerning cases of non-compliance with Community law.

Yours faithfully,

[REDACTED]

[REDACTED]

Head of Unit SG-R-2

Annex