

STANDARD OF SERVICES

APPROVED BY
Directive No. 13 of Director General of
Statistics Estonia from 27th January 2010
Annex 5

Ordering of news release and publication notification

The news release is news-like short information chosen from recently completed official statistics which notifies the public of the completion and availability of fresh data in certain field of statistics. News releases are also prepared on the production of statistics and on the major events of Statistics Estonia. Statistical publications are published on environment, economy, population and social life. The news releases and publications of Statistics Estonia are available on the web site www.stat.ee under the heading "Statistics/Products" and in the Information Centre of Statistics Estonia (15 Endla Str, Tallinn). The news releases and publications of Statistics Estonia are in Estonian and English.

News releases and publications are made public on the web site at 8 a.m. on the day announced in advance in the [release calendar](#) (excluding the special news releases which are not announced in the release calendar).

News release and publication notification can be ordered on the web site www.stat.ee under the heading Statistics/Services (to place an order, one must register as user). Persons who have ordered the notification will be informed via e-mail about the publication of news release or publication.

Price

The news release and publication notification are free of charge.

Complaints and suggestions procedure

Complaints and suggestions relating to news release notification which are submitted in written form are registered. The Communication Chief will settle less complicated complaints as soon as possible. The Head of the Information and Marketing Service is responsible for the settlement of complaints. The complaints submitted by letter, fax and e-mail will be satisfied in written form by Statistics Estonia. All the complaints will be satisfied within 10 working days since the date of registration. If additional information is needed to review the complaints, the time of reviewing may be lengthened to 30 days. Suggestions for the improvement of the service and complaints can also be submitted by telephone +372 625 9300 and in Statistics Estonia (15 Endla Str, Tallinn).

The standard of services is updated at least once a year.