

STANDARD OF SERVICES

APPROVED BY
Directive No. 13 of Director General of
Statistics Estonia from 27th January 2010
Annex 4

Consultation on availability of the statistics of the European Union countries

Persons interested in statistics can turn to the Statistics Estonia for receiving consultation on availability of the statistics of the European Union countries. The consultation is provided in Estonian or in English.

The consultation will be provided on

- availability of the statistics of the European Union countries;
- finding information on the website of the Eurostat (the Statistical Office of the European Communities) <http://epp.eurostat.ec.europa.eu>;
- using of the public database on the website of the Eurostat.

Questions may be submitted

- by information telephone +372 625 9300,
- by e-mail euroinfo@stat.ee
- by fax +372 625 9370,
- by letter at the address 15 Endla Str, 15174 Tallinn,
- in the Information Centre of the Statistics Estonia from Mondays to Fridays from 9.00 a.m. – 4.00 p.m. at the address 15 Endla Str, 15174 Tallinn.

Questions are answered by e-mail, fax or letter.

Time limit for satisfying the request

Telephone assistance or answers to the questions presented on the spot in the Statistics Estonia are provided immediately. E-mail messages are answered within 24 hours during working days. Requests for additional information, e.g. methodological information that needs to be obtained from the Eurostat are answered within 5 days.

Price

Consultation on the availability of the statistics of the European Union countries, on data sources and on using them is free of charge.

Complaints and suggestions procedure

All complaints and suggestions relating to consultation on the availability of the statistics of the European Union countries are registered. The Senior Consultant 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 the 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 be submitted in the Statistics Estonia (15 Endla Str, Tallinn) or by telephone +372 625 9300.

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