

How to make a claim for a revised decision

Authority considering the claim for a revised decision

In this context, medical certificates and psychologists' statements are considered decisions, and they are referred to as 'decisions' in these instructions. If you are unhappy with the decision you received, you may submit a claim for a revised decision to the Finnish Transport and Communications Agency (hereafter the Agency). You may submit it by mail, electronic means or messenger.

Time limit

The claim for a revised decision shall be submitted within 30 days of notice of the decision, the day of notice excluded. If the final day is a public holiday, Saturday, Sunday, Independence Day, 1 May, Christmas Eve or Midsummer's Eve, the time limit is extended to the next working day.

The day of notice is calculated as follows:

- If you have received the decision in connection with your medical examination or assessment, the service of the decision is considered effected on the date of the document in question.
- If the decision has been mailed as an ordinary letter, the service of the decision is considered effected within seven days from the posting date, unless otherwise proven.
- If the decision has been sent as an e-mail or other standard electronic message, the service is considered effected on the third day after the message has been sent, unless otherwise proven.

The claim shall be lodged in good time in order to arrive at the registry of the Agency before the end of office hours on the last day of the time limit. It is always the responsibility of the claimant to lodge the claim in due time.

Form and contents of the claim

The claim for a revised decision shall be lodged in writing. The document shall indicate:

- your name and domicile, and your contact address and telephone number;
- the decision challenged (i.e. the medical certificate issued by a medical examiner of seafarers or railway doctor or the statement issued by a railway psychologist);
- the parts of the decision that are challenged and the amendments demanded to it;
- the grounds on which the claim is based.

You may write the claim yourself or ask your legal representative to do so on your behalf. You or your legal representative shall sign the document. If your legal representative exercises your right of action, his/her name and domicile shall also be indicated on the claim. A claim submitted by electronic means need not be supplemented by a signature, if the claim contains details on the sender and the authenticity and integrity of the document is not in doubt. Provisions on electronic signatures are given in Act 617/2009.

Pursuant to section 9 in the Act on Electronic Services and Communication in the Public Sector (13/2003), the written form required in the lodging of a matter is met by an electronic document delivered to the authorities.

Appendices required

The following shall be appended to the claim:

- the decision challenged, in original or as a copy (i.e. the medical certificate issued by a medical examiner of seafarers or railway doctor or the statement issued by a railway psychologist);
- the documents on which you rely in support of your demand, unless already delivered to the Agency;
- your legal representative's power of attorney, unless he/she is a lawyer, a public legal aid attorney or a licensed attorney.

If an electronic document sent to a public authority contains details of the legal representative's entitlement, the legal representative need not submit a power of attorney. Nevertheless, the authority may require a power of attorney to be submitted, if there are grounds for questioning the entitlement or the extent of the entitlement.

Contact details of the Finnish Transport and Communications Agency

Postal address: PO Box 320, FI-00059 TRAFICOM
Visiting address: Kumpulantie 9, 00520 HELSINKI
Telephone: +358 29 534 5000 (switchboard)
Fax: +358 29 534 5095
Email: kirjaamo@traficom.fi

Please note: When sending health-related or other sensitive information by email, we recommend using a secure connection to ensure that third parties cannot access the information. For more detailed instructions on sending secure email, please visit the Finnish Transport and Communications Agency's website:
<https://www.traficom.fi/en/traficom/contact-details/sending-secure-email-traficom>.