



## SOLVIT-Network Informal problem solving in Europe

SOLVIT is a European problem-solving mechanism that attempts to find solutions to problems faced by EU citizens and businesses that may arise from the incorrect application of EU law by Member State authorities.

The services of SOLVIT are free of charge.

Find your way to SOLVIT here - insert SOLVIT case.

[SOLVIT – Lösung von Problemen bei der Wahrnehmung Ihrer Rechte, wenn Sie in einem anderen EU-Land leben, arbeiten oder geschäftlich tätig sind - Europäische Kommission \(europa.eu\)](#)

SOLVIT centres have been set up in all EEA countries and are part of the national administration there.

Since it was founded in 2002, SOLVIT Austria has established a network of contact points that makes it possible to find quick and pragmatic solutions.

### How can SOLVIT help?

- For cross-border problems within the EEA,
- caused by the incorrect application of EU law,
- caused by national, regional or local authorities.

SOLVIT enquiries are usually about topics such as the recognition of professional qualifications, access to education and training, market access, the awarding of public contracts, free movement of capital and payments, labour rights, social insurance and taxation.

As SOLVIT is an informal problem-solving approach, the system cannot be used in the following situations:

- If legal action has already been taken (pending in court).
- If it is a problem between two companies or between a company and a consumer.
- If the decision has already become legally binding.
- If a third country (non-EEA country) is involved.

Attention:

Legal deadlines for safeguarding your rights should be adhered to. SOLVIT does not suspend the running of deadlines.



An **example** of a problem that could be solved via SOLVIT: An Austrian optician with an Austrian diploma wanted to open a branch in South Tyrol. The Italian Ministry of Health rejected his application for recognition of his qualification on the grounds that his diplomas did not meet the Italian requirements for opticians. SOLVIT was able to prove the equivalence of the diplomas and also uncovered a translation error in the optician's Master's diploma, whereupon the Italian Ministry of Health recognised the qualification. This success was achieved within ten weeks.

## How does SOLVIT work?

If you contact SOLVIT with a problem, your local SOLVIT office, the "Home SOLVIT Centre", will first check your application to ensure that there is indeed an incorrect application of internal market regulations and that all the necessary information has been provided and that all the necessary documents are available. ([documents and information](#))

You can find an overview of the necessary information and documents here. **Your complaint is then entered into an online database** and automatically forwarded to the SOLVIT centre in the member state where the problem occurred. This SOLVIT centre takes the "lead" in solving the problem at hand (lead SOLVIT centre).

Proposed solutions are not binding for the applicant and cannot be challenged. If the problem cannot be solved or cannot be solved to the satisfaction of the applicant, there is still the option of applying for an administrative procedure.

## SOLVIT Austria

SOLVIT Austria is part of the Federal Ministry of Labour and Economic Affairs - Department for EU Coordination and EU Internal Market (V/3).

## Additional Information

- [Online application](#)
- [Folder \(PDF, 202 KB\)](#)
- [necessary documents and information](#)

## Contact

Department for EU Coordination and Internal Market: [solvit@bmaw.gv.at](mailto:solvit@bmaw.gv.at)

Telephone: +43 1711 00 - 805555 oder

0800-240 258 (free of charge from all over Austria)