



SOLVIT is an informal problem-solving network launched by the European Commission in 2002. It was created to solve problems that EU citizens or businesses are experiencing with the public administrations of EU Member States. These problems must be associated with a denial of their Internal Market rights due to Internal Market law not being applied correctly. There are SOLVIT Centres in all EU and EEA States.

The success of the Internal Market depends on the proper and timely application of its rules. For example, if goods carrying the EC mark are exported from Ireland to another Member State that blocks their importation because they don't carry the standard mark of that Member State, the Irish SOLVIT Centre will contact the SOLVIT Centre of the Member State concerned to ascertain why the goods have been blocked, get them released, if they were blocked illegally, and have the matter resolved quickly. If a member of a regulated profession who was trained in another Member State wishes to work here but is experiencing a delay in having his or her qualifications processed by the relevant professional body here, the Irish SOLVIT Centre will request the professional body to contact the person concerned in good time and to have the application processed.

Where the Irish SOLVIT Centre is satisfied that a case referred to it is one in which EU law is possibly being misapplied, it will raise the problem with the appropriate authority here or with its counterpart in the Member State concerned on behalf of the client. **The SOLVIT Centres are committed to getting a response within ten weeks without prejudice to the right of their clients to pursue other action, including legal action, if they are not satisfied with the response.** SOLVIT Ireland prefers to get a response from Departments and competent authorities a little earlier (if possible no later than nine weeks) to allow the other SOLVIT Centre involved a short period of time to consider the response before it is formally logged in the system.

The Irish SOLVIT Centre can be contacted at the following address:

Irish SOLVIT Centre,
Department of Enterprise, Trade and Employment,
Earlsfort Centre,
Lower Hatch Street,
Dublin 2

Mr Michael Clarke,	Tel:+ 353 (0)1 6312528
Mr Sean Smith,	Tel:+ 353 (0)1 6312647
Mr Marc Ledwith	Tel: + 353 (0)1 6312744
Ms. Sinead Ryan	Tel:+ 353 (0)1 6312740
Fax:+ 353 (0)1 6312562	Email: solvit@entemp.ie

Further information on SOLVIT can be found on the [SOLVIT website](#).