



MARKET ACCESS COMPLAINT FORM

You can use this form to provide information about a market access barrier or problem that you have encountered which results from an action by the government or public authorities in a country outside the Union. It will provide information that will help the Commission assess your case and form a view on how it may be taken forward. While you may not be able to provide all the information indicated, the more you are able to provide the faster and more effectively we can form an initial view.

- You can find more details on the Single Entry Point (SEP) in the operational guidelines: https://trade.ec.europa.eu/access-to-markets/en/form-assets/operational_guidelines.pdf
- Before filling in this form on the website, please check if your problem is already registered in our trade barriers database: <https://trade.ec.europa.eu/access-to-markets/en/barriers>.
- The Single Entry Point (SEP) does not deal with trade defence issues (anti-dumping, anti-subsidy or safeguards). If you wish to submit complaint in the area of trade defence, you should follow up with trade-defence-complaints@ec.europa.eu. You can find more information about our trade defence policy and remedies at the following address: <https://ec.europa.eu/trade/policy/accessing-markets/trade-defence/>.
- Should the complaint concern an alleged breach by a Member State of EU law (including international agreements) please refer to the following website for further information: https://ec.europa.eu/info/about-european-commission/contact/problems-and-complaints/complaints-about-breaches-eu-law/how-make-complaint-eu-level_en#administrative-steps-to-submit-a-complaint-to-the-european-commission

CONFIDENTIALITY

- The European Commission will treat information received on a confidential basis¹.
- In order to coordinate the EU's and Member States' enforcement actions, we may share general information about the reported trade barrier (description, sector, category and country imposing the measure) with national authorities of EU Member States.
- In case of questions regarding confidentiality, please contact the Single Entry Point.

¹ All information collected through the use of the online-forms on this web page is treated as "Commission Use" in accordance with the security notice [C\(2019\) 1903](#) of 5.3.2019 implementing Article 9(2) of Decision (EU, Euratom) 2015/443. A reference is also made to Regulation (EC) No 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents.

1. IDENTITY OF THE COMPLAINANT (OR HIS/HER REPRESENTATIVE) AND CONTACT DETAILS

This section collects information about you or the person/organisation you are representing. It also provides details of how we can contact you.

1.1. First name

1.2. Last name

1.3. Organisation/National Authority

1.4. Job title

1.5. Email

1.6. Telephone (including the international prefix)

1.7. Correspondence address

1.8. Indicate whether the complainant is

1.8.1. A Member State of the European Union (EU);

1.8.2. An exporter, importer or investor registered in the EU;

1.8.3. An EU or national trade association registered in the EU;

*1.8.4. Other
Please provide more details*

1.9. Indicate the EU Member State(s) of your activity.

2. INFORMATION ABOUT THE TRADE BARRIER

This section allows you to describe the barrier you have encountered or expect to encounter when it enters into force. This will help to see if this is a known problem and to understand better the nature of the issues raised.

- 2.1. Which is the country imposing the trade barrier?**
- 2.2. Explain the trade barrier and how it is affecting/will affect your exports, imports or investments to the third country**
- 2.3. To the extent possible, describe the relevant measure or draft measure (law, regulation, guideline, practice...) causing the problem and attach the text or other relevant documents**
- 2.4. Indicate if the measure:**
 - 2.4.1. Has entered into force and when**
 - 2.4.2. Will soon enter into force and when**
 - 2.4.3. Is still a draft currently under preparation**
- 2.5. Indicate the category of the trade barrier (you can find the list of barriers here: [Access2Markets trade barriers section](#))**
- 2.6. Indicate**
 - 2.6.1. the sector or sectors affected by the trade barrier (as indicated in [Access2Markets trade barriers section](#))**
 - 2.6.2. the products or services affected by the trade barrier**
 - 2.6.3. the Harmonised System (HS) code of your products or the [Extended Balance of Payments Services Classification \(EBOPS\)](#) of your services affected by the trade barrier²**

² [Product classification | Access2Markets \(europa.eu\)](#)

3. ECONOMIC/SYSTEMIC IMPACT

This section will help us to assess the economic and legal impact of the barrier on your business or activity, as well as to get a sense of whether it impacts other businesses in the same sector or customers that rely on your input or services. It also helps us to see if there is a particular impact on SMEs. We recognise that you may not have full information to respond to all these questions.

- 3.1. To the extent possible, explain the economic impact of the trade barrier on your business and quantify the impact (for example what is the impact on your exports, imports, production, sales, or additional costs you incur).**

- 3.2. Are you aware of any of the following being affected by the trade barrier (yes / no / not aware):**
 - 3.2.1. Other EU companies in the sector**
 - 3.2.2. Other EU companies in different sectors**
 - 3.2.3. SMEs in the EU**
 - 3.2.4. Domestic producers/services providers in the country of the trade barrier**
 - 3.2.5. Other Member State(s) affected by the trade barrier**

- 3.3. Do you think that the measure violates any legal obligations of the third country (e.g. under WTO or EU Trade Agreement rules, other rules or legal principles such as transparency, non-discrimination, proportionality...)?**

4. ACTIONS

This section allows us to see what action you or others may already have taken to address the problem and whether that produced any response from the country concerned.

- 4.1. Are you aware whether any EU Member State(s), industry association or company has raised the issue or taken action with the competent authorities in the EU or in the country of the trade barrier (including domestic courts)?**

- 4.2. Are you aware whether any government or industry from a third country has raised the issue or taken action with the competent authorities in the country of the trade barrier (including domestic courts)?**

5. OTHER INFORMATION

Indicate any other consideration you see worth mentioning and provide any document or source of information you consider useful.