

# SINGLE ENTRY POINT

## WHAT IS THE SINGLE ENTRY POINT?

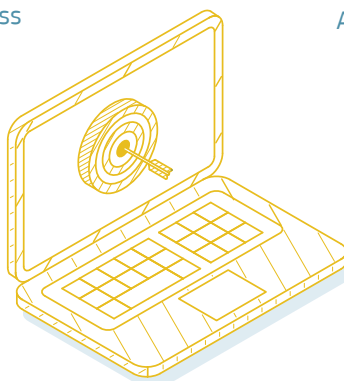
The Single Entry Point (SEP) is the first point of contact for all EU stakeholders who are facing market access issues in third countries or who find non-compliance with sustainability commitments (TSD/GSP). The SEP is a team within the European Commission's trade department, under the leadership of the Chief Trade Enforcement Officer<sup>1</sup>. This is part of the Commission's efforts to strengthen the implementation and enforcement of the EU's trade policy.

To help you find your way, the SEP has developed two complaint forms, one on market access and one on TSD/GSP - as well as step by step guides to completing them to steer stakeholders through the information we need for an assessment of the case. Both are available on the Access2Markets portal<sup>2</sup> where EU stakeholders can submit them directly to the SEP.

As the SEP, we support stakeholders when preparing complaints and ensure a streamlined internal process to address the issues brought to us, including coordinating actions with other Commission services and our delegations.

## HOW TO CONTACT THE SINGLE ENTRY POINT?

You can contact us via the Access2Markets portal<sup>2</sup> or by e-mail<sup>3</sup>.



As part of our pre-notification process, we will can help you decide whether to launch a complaint and guide you through the complaint process if necessary.

## HOW WILL THE SINGLE ENTRY POINT FOLLOW UP ON COMPLAINTS?

Once the SEP receives a complaint, a case team consisting of our geographical, sectoral and legal experts will analyse the complaint and, depending on the merits of the case, will pull together the most appropriate resources within the Commission and our delegations to best approach it to solve it.

# Access2Markets

## Your EU Gateway to trade info

<sup>1</sup> <https://ec.europa.eu/trade/trade-policy-and-you/contacts/chief-trade-enforcement-officer/>

<sup>2</sup> <https://trade.ec.europa.eu/access-to-markets/en/contact-form>

<sup>3</sup> [trade-single-entry-point@ec.europa.eu](mailto:trade-single-entry-point@ec.europa.eu)



[trade.ec.europa.eu/  
access-to-markets](https://trade.ec.europa.eu/access-to-markets)

