

Only the text displayed in the text box will be printed. If necessary, you can continue the text in a separate supplement.

Date (to be completed by the authority)

Client's personal details	Last name, first names (preferred first name underlined)	Personal identity code
	Address	
	Postal code and town	Tel.
	Person who has custody of a minor and their address	

Person submitting the objection (if not the client)	Name	Personal identity code
	Address	
	Postal code and town	Tel.

Subject of objection	Operational unit
	Time
	Person/incident whom/which the objection involves (e.g. name and official position)

Previous processing	Has the matter been previously processed? If so, where and with whom?
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Description of the incident and subject of the objection (use a separate supplement if necessary)	
Proposals for remedying the situation	
Place and date, signature and name of the person submitting the objection	

Send the completed form to Wellbeing Services County of Pirkanmaa, Registry, PO Box 272, FI-33101 Tampere, Finland.

An objection cannot be appealed. Submitting an objection does not restrict the right of a client to appeal to the authorities controlling social welfare services. (Act on the Status and Rights of Social Welfare Clients, section 23) The objection may be reopened if new information comes to light.

Instructions for the person submitting the objection

A client who is dissatisfied with the quality of social welfare services or the treatment they have received has the right to submit an objection. However, if you are considering the submittal of an objection, you should first try to clarify the matter by talking to the relevant operational unit.

Operational units are obliged to provide their clients with adequate information about the right to submit an objection and make the submitting of objections as easy as possible. As a general rule, objections must be submitted in writing. An objection may also be submitted orally for a special reason.

The objection must be appropriately processed, and a written reply must be given within a reasonable time after the submittal of the objection. There is no precise definition of 'reasonable time' in legislation, but a period of approximately one month can be considered reasonable.

An objection may also be submitted by the client's legal representative, next of kin or other person close to them if the client is unable to submit the objection due to illness, mental disability or other similar reason, or if the client is deceased.

If necessary, you can contact the Social Ombudsman for instructions on how to submit an objection and handle problematic situations.