

## Instructions for requesting an administrative review

If you are dissatisfied with the decision, you can apply for an administrative review from the KEHA Centre.

Administrative review can be applied for by the person who is the target of the decision or whose right, obligation or interest is directly affected by the decision. After going through the request for an administrative review, the authority may change the administrative decision, revoke the decision or reject the request for an administrative review.

### Submitting a request for an administrative review

The request for an administrative review must be submitted in writing to the KEHA Centre. An electronic document submitted to the authority also fulfils the requirement for a written request.

The request for an administrative review must be submitted to the KEHA Centre within thirty (30) days of being notified of the decision. The date of receiving the notification is not included in the period for requesting an administrative review. If the last day of the deadline is a holiday, Saturday, Independence Day, May Day, Christmas Eve or Midsummer Eve, the request period continues until the next weekday.

A request for an administrative review can be submitted by post, electronically, personally or by courier. Delivery by post, electronically or by courier is the responsibility of the sender. Contact details are available at the end of these instructions.

The authority will not investigate a request for an administrative review if it has not been submitted within the deadline. A document is deemed to have been received by the authority on the date the document was delivered to the authority.

The request for an administrative review must be delivered by 16:15 on the due date.

### General provisions on service

If a decision has been sent by post, the KEHA Centre deems that the recipient has been notified of the decision on the seventh (7) day following the date on which the decision was sent by post, unless otherwise proven. The date on which a decision letter was sent by post is indicated by the post office stamp on it. However, the matter is considered to have come to the attention of the authority already on the date of arrival of the letter. When using other means of notification, the date of notification is indicated by a certificate of service, certificate of receipt or certificate of service of summons.

If a document has been delivered as a verifiable electronic notification, for example using an authority's electronic system, the KEHA Centre deems that the document has been delivered once it has been retrieved from the system assigned by the authority.

With an ordinary electronic notification, the KEHA Centre deems that the document has been delivered on the third (3) day after sending the electronic message, unless otherwise proven.

In case of a substitute service, the KEHA Centre deems that the notification has been delivered on the third day (3) from the date indicated on the certificate of service for the substitute service.

A request for an administrative review must include

- the decision for which administrative review is being requested and its register number
- which parts of the decision are requested for review and what changes to the decision are requested
- the grounds on which review is requested
- the name and municipality of residence of the person making the request
- postal address and telephone number to which the person making the request for an administrative review can receive relevant notifications.

If the appellant's right to speak is exercised by their legal representative or agent, or if the request is drafted by another person, the name and municipality of residence of this person must also be stated in the request for an administrative review.

A request for an administrative review must be accompanied with

- the original decision or a copy of the decision for which administrative review is being requested
- proof of the date on which the notification about the decision was received or another report on the start date of the request period
- documents to which the party making the request appeals to support their claim, unless they have already been submitted to the authority
- a power of attorney if the right to speak of the party making the request for an administrative review is exercised by an agent, a public attorney or a licenced legal counsel authorised within the meaning of the Licenced Legal Counsel Act.

If an electronic document submitted to the authority contains an account of the authority of an agent, the agent does not need to submit a power of attorney. However, the authority may order the submission of a power of attorney if the official authority has reason to suspect an agent's authority or the scope thereof.

Signing a request for an administrative review

The request for an administrative review must be signed by the applicant, legal representative, or agent. An electronic signature also fulfils this requirement.

An electronic document delivered to the authority does not need to be completed with a signature if the document contains information on the sender or there is no reason to doubt the origin and integrity of the document.

Additional information

- Administrative Procedure Act 434/2003  
[finlex.fi/en/laki/kaannokset/2003/en20030434](https://finlex.fi/en/laki/kaannokset/2003/en20030434)
- Act on Electronic Services and Communication in the Public Sector 13/2003  
[finlex.fi/en/laki/kaannokset/2003/en20030013](https://finlex.fi/en/laki/kaannokset/2003/en20030013)
- Licenced Legal Counsel Act 715/2011 [finlex.fi/en/laki/kaannokset/2011/en20110715](https://finlex.fi/en/laki/kaannokset/2011/en20110715)

## Contact information

Mail addressed to the KEHA Centre will be delivered to P.O. Box 1000, 50101 Mikkeli.

- E-mails are sent to [kirjaamo.keha@ely-keskus.fi](mailto:kirjaamo.keha@ely-keskus.fi)
- Street address is Jääkärintie 14, 50100 Mikkeli
- Telephone 0295 020 000
- KEHA Centre's website at [keha-keskus.fi](http://keha-keskus.fi)

You can also submit a request for an administrative review as an attachment to the ELY Centre's general service form. You can find the ELY Centre's general forms at [ely-keskus.fi/fi/asiointi-ja-yhteystiedot](http://ely-keskus.fi/fi/asiointi-ja-yhteystiedot) (in Finnish and Swedish only).