



GOBIERNO  
DE ESPAÑA

MINISTERIO  
DE POLÍTICA TERRITORIAL  
Y MEMORIA DEMOCRÁTICA

## COMPLAINTS, SUGGESTIONS AND CONGRATULATIONS FORM

### CONTACT DETAILS (Mandatory field)

COMPLAINT

SUGGESTION

CONGRATULATION

### PERSONAL DATA

NAME

FIRST SURNAME

SECOND SURNAME

ADDRESS: STREET/PLACE/AVENUE

NUMBER

BLOCK

STAIRCASE

FLOOR

DOOR

LOCALITY/MUNICIPALITY

PROVINCE

COUNTRY

POSTAL CODE

ID/NIE/PASSPORT

PERSON OR ENTITY YOU REPRESENT

CONTACT PHONE (WITH PREFIX)

E-MAIL

INDICATE HE HALF BY HE THAT WISHES RECEIVE THE COMMUNICATIONS REFERENCES TO HIS COMPLAINT EITHER  
SUGGESTION

MAIL POSTAL

E- MAIL

### DATOS DE LA UNIDAD DONDE SE PRODUJO LA INCIDENCIA

UNIT WHERE THE INCIDENT GIVING RISE TO THE COMPLAINT/SUGGESTION OCURRED

DATE OF EVENT

TIME OF OCURRENCE

### REASON FOR COMPLAINT/SUGGESTION/CONGRATULATION (Mandatory field)

### SIGNATURE (Mandatory field)

IN

TO

OF

OF

SIGNATURE:

Before signing the request, you should read the following information on personal data protection and the deadline for replying

## INFORMATION ON THE PROTECTION OF PERSONAL DATA

In accordance with Article 13 of **Regulation (EU) 2016/79 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation) of Data Personal**, you we inform that the data personal provided through the present form, and the rest that the attached documents correspond to the processing of data from the activity "Complaints and Suggestions" included in the Public Register of Data Processing of the Ministry of Territorial Policy and Democratic Memory, at the following link:

[MPT Portal | Information on Records of Processing Activities \(RPA\)](#)

The interested party may exercise their rights of access, rectification, erasure and portability of their data, of limitation and objection to its processing, as well as not to be subject to decisions based solely on the automated processing of their data, where applicable, through the following web link: <https://mpt.gob.es/ministerio/proteccion-datos/ejercicio-derechos.html>

## RESPONSE DEADLINE

Received the complaint or suggestion, the unit responsible for its management will inform the interested party of the actions taken within 20 working days (art. 16.1 of RD 951/2005).

In the event that, after the established period has elapsed, no response has been obtained (art. 16.3 of RD 951/2005):

If your complaint or suggestion relates to the **central services of the Ministry** of Territorial Policy and Democratic Memory, you can address it to the Deputy Directorate General for Human Resources and Service Inspection of the Ministry of Territorial Policy and Democratic Memory, at the email address: [inspeccion.mpt@correo.gob.es](mailto:inspeccion.mpt@correo.gob.es)

If your complaint or suggestion relates to the services provided by **Government Delegations, Sub-delegations or Island Directorates**, including those related to **immigration offices**, you can contact the Inspection of Services of the General State Administration in the Territory, at the email address: [quejas.isaget@correo.gob.es](mailto:quejas.isaget@correo.gob.es)

**Important: Complaints filed will not, under any circumstances, be considered administrative appeals nor will they suspend the deadlines established by the regulations.**