

COMPLAINTS AND SUGGESTIONS BOOK

1. 1. DATA OF THE AFFECTED PARTY

First surname:	Second surname:
First name:	Tax ID No.:
Registered Address:	
Town:	Province:
Post Code:	Telephone:
E-mail:	

2. TEXT OF COMPLAINT SUGGESTION ACKNOWLEDGEMENT (tick as appropriate)

Additional sheets can be added

PLACE, DATE AND SIGNATURE

In

,on

signature of the affected party

GENERAL INFORMATION

(Royal Decree 1676/2009, of 13 November, regulating the Committee for the Defence of Taxpayers).

I. Complaints and suggestions made to this Committee shall not be considered as an administrative appeal. Therefore:

- They are compatible with the exercise of any other actions or claims that the affected parties may make.
- Their presentation does not suspend the proceedings in progress nor interrupt the deadlines for processing and resolving the procedures under way.
- The replies from this Committee do not constitute or recognise subjective rights or separate legal situations, nor are they subject to appeal.

II. Once a complaint has been lodged and admitted, it shall be forwarded to the body concerned, which shall reply directly and in writing to the data subject within 15 working days.

- Once the reply has been received, the affected party may express their disagreement with the reply within a period of one month from the day following its notification.
- In this case, the entire case will be analysed by the relevant Committee bodies, which will adopt the corresponding reply, which will be forwarded to the affected party.

III. The lodging of a complaint or suggestion may be accompanied by documentation and any other evidence of which the Council believes it is appropriate to take cognisance.

- These documents or evidence may also be provided when, where appropriate, the affected party expresses their disagreement with the reply sent to them by the body concerned.

IV. As part of complaints, the identity of the complainant and their nature shall be protected. Suggestions may be made anonymously.

- The lodging of a complaint means that the Committee's Operational Unit will have access to the information required for the exercise of its functions under the same terms established for the head of the corresponding services concerned, pursuant to the provisions of the General Data Protection Regulation of the European Union, REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and Organic Law 3/2018 of 5 December on the Protection of Personal Data and guarantee of digital rights
- The personal data provided shall be processed by the Tax Agency for the purpose of the effective application of the state tax and customs system. Further information on the protection of personal data and the possibility of exercising the rights set out in Articles 15 to 22 of Regulation (EU) 2016/679 can be found at https://sede.agenciatributaria.gob.es/Sede/en_gb/condiciones-uso-sede-electronica/datos-personales/informacion-sobre-proteccion-datos.html and specific processing information at https://sede.agenciatributaria.gob.es/Sede/en_gb/todas-gestiones/procedimientos-no-tributarios/tratamiento-datos-personales/tratamiento-datos-personales/informacion-interesado-sobre-proteccion-datos/5-registro-actividades-tratamiento/5_12-cdc-ciudadanos.html