



**FORM**

COMPLAINT       SUGGESTION       COMPLIMENT

*\*Required*

PERSONAL INFORMATION	
GIVEN NAME*	
FAMILY NAME/SURNAME*	
IDENTITY DOCUMENT NUMBER	PHONE*
EMAIL*	
ENTITY YOU REPRESENT AND YOUR JOB TITLE (IF APPLICABLE)	

<input type="checkbox"/> I wish to communicate by non-electronic means (except for legal entities and other subjects obliged by art.14 of Law 39/2015, of 1st October, of Common Administrative Procedure of the public authorities) ** Required for non-electronic communications		
ADDRESS**		
TOWN**		
POSTCODE**	COUNTY**	COUNTRY**

UNIT WHERE THE INCIDENT OCCURRED
CENTRE / INSTITUTE / UNIT*
DATE OF INCIDENT *

REASON FOR THE COMPLAINT, SUGGESTION OR COMPLIMENT
<div style="text-align: right; padding-right: 20px;">Use reverse side if necessary</div>



REASON FOR THE COMPLAINT, SUGGESTION OR COMPLIMENT
Continuation

ATTACHED DOCUMENTS

SIGNATURE
Date and signature

The form may be submitted by postal mail to the CSIC Quality and Innovation Unit (calle Serrano nº 117, 28006 Madrid) or in person at the CSIC documents reception (“registro”) and at government document reception offices (“oficinas de registros de las administraciones públicas”). It may also be submitted online using the form available at <https://sede.csic.gob.es>. The CSIC Quality and Innovation Unit will inform you of the actions carried out within a period of 20 working days (article 16.1 of RD 951/2005). If you do not receive a reply, you should contact the General Inspectorate of Services (Inspección General de Servicios) at the Ministry (article 16.3 of RD 951/2005).

**Important:** Complaints will in no case qualify as an administrative appeal or postpone the deadlines for their interpretation established in the current regulations.

**BASIC INFORMATION ON THE PROCESSING OF PERSONAL DATA**  
*Personal data will be processed and incorporated into the “Complaints and Suggestions” processing activity, whose purpose is the recording and processing of complaints and suggestions relating to services provided by the CSIC. It will be kept for the time necessary for fulfilling the purpose for which it has been collected, and to determine the possible responsibilities arising from this purpose and the processing of the data. You may exercise your rights to access, rectify, delete and move your data, to limit and oppose its processing, and to not be the subject of decisions based solely on the automated processing of your data, where appropriate, before the Consejo Superior de Investigaciones Científicas, c/Serrano 117, 28006, Madrid, addressed to the Delegado de protección de datos (data protection delegate), or to the email address [delegadoprotecciondatos@csic.es](mailto:delegadoprotecciondatos@csic.es).*