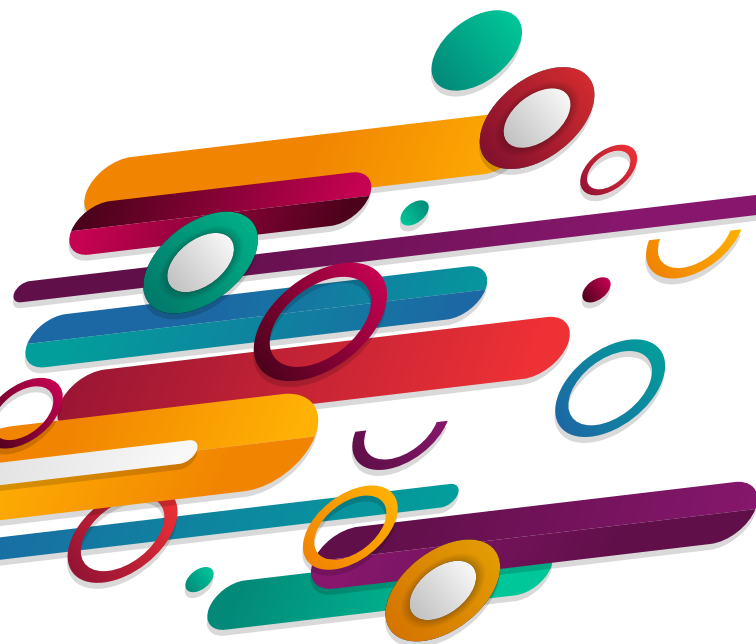


# SERVICE CHARTER

2021-2024



## Information and Customer Service

OEPM

Excellence, sustainability,  
talent, innovation and cooperation




GOBIERNO  
DE ESPAÑA

MINISTERIO  
DE INDUSTRIA, COMERCIO  
Y TURISMO



Oficina Española  
de Patentes y Marcas






**Spanish Patent and Trademark Office, O.A.** (OEPM), is an Autonomous Body attached to the Ministry of Industry, Trade and Tourism, through the Under-secretariat.

The OEPM promotes and supports technological and economic development by providing legal protection to the various types of Industrial Property through the granting of Patents and Utility Models (inventions), Supplementary Protection Certificates (SPC), Industrial Designs (designs), Trademarks and Trade Names (distinctive signs) and protection titles for Topographies of Semiconductor Products (integrated circuits). Likewise, the OEPM disseminates the information contained in the titles it processes and other titles to which it has access.

The purpose of this **Service Charter**, framed within the OEPM **Quality Policy**, is to provide information on:

- ▶ The OEPM **Citizen Information and Customer services**.
  - ▶ The **commitments and quality indicators assumed**, which can be improved based on the suggestions of our users.
  - ▶ The **relief measures** provided in the event of non-fulfilment of the commitments assumed.
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## INFORMATION SERVICES

The Information and Customer Services provide information and guidance on:

- ▶ The services, responsibilities, location and opening times of the Spanish Patent and Trademark Office.
- ▶ Content and regulations governing the different types of Industrial property:
  - Inventions: patents and utility models.
  - Distinctive signs: trademarks and trade names.
  - Two-dimensional and three-dimensional creations: industrial designs.
  - Titles for the protection of semiconductor product topographies.
- ▶ Searches for earlier distinctive signs.
- ▶ Correct IP right for registration.
- ▶ Procedures, requirements, deadlines and fees for obtaining registered protection.
- ▶ A file's legal status.
- ▶ Maintaining industrial property rights: payments and renewals.
- ▶ Administrative processes: transferring and licensing of rights and certificates.
- ▶ International registration procedures.
- ▶ Handling of Complaints, Suggestions and Congratulations submitted to the OEPM.

## WHAT DO WE COMMIT TO?

### Quality Commitments

Information and Customer Services are provided in accordance with the following **quality standards**:

#### **In-person information service**

- ▶ 85% of users will be attended to within 5 minutes. 100% of users will be attended to within 20 minutes.

#### **Telephone information service**

- ▶ 80% of calls will be answered within 30 seconds. 100% of calls will be answered within 5 minutes.

#### **Electronic information service**

- ▶ 100% of messages received by email will be answered within 2 working days.

#### **Responding to complaints and suggestions**

- ▶ 100% of complaints and suggestions received will be answered within 18 working days.



# HOW DO WE MEASURE THE ACHIEVEMENT OF THE COMMITMENTS?

## Indicators

### In-person information service

- ▶ Percentage of users attended to in 5 minutes or less.
- ▶ Percentage of users attended to in 20 minutes or less.

### Telephone information service

- ▶ Percentage of calls answered in 30 seconds or less.
- ▶ Percentage of calls answered in 5 minutes or less.

### Electronic information service

- ▶ Percentage of emails answered within 2 working days.

### Responding to complaints and suggestions

- ▶ Percentage of complaints and suggestions answered within 18 working days.



## COMPLAINTS AND SUGGESTIONS

Complaints and suggestions can be submitted electronically at <https://www.oepm.es/es/qsf/index.html> and in person or by post using the form: [https://sede.oepm.gob.es/eSede/comun/Formularios\\_web/Formulario\\_DE\\_QUEJA\\_SUGERENCIA\\_FELICITACION.pdf](https://sede.oepm.gob.es/eSede/comun/Formularios_web/Formulario_DE_QUEJA_SUGERENCIA_FELICITACION.pdf)

Once the complaint or suggestion has been received, the OEPM is committed to replying within 18 working days. If no reply is received in this time period, the interested party may contact the General Inspectorate for Services at the Ministry of Industry, Trade and Tourism (Article 16.3 of RD 951/2005).



## RELIEF MEASURES

In the event of failure to fulfil any of the commitments assumed in this Service Charter, users can file a complaint in accordance with the provisions of the Complaints and Suggestions section, indicating the commitment that is considered to have been unfulfilled.

Once the complaint has been received, and within a maximum period of 18 working days, the OEPM Director will send the citizen a letter informing them of the circumstances responsible for non-fulfilment, as well as the appropriate measures that, where applicable, have been adopted.

Failure to fulfil the commitments stated in this Charter shall in no case give rise to State liability.





**Unit responsible  
for the Service Charter**

Head of Administrative Coordination and Citizen´s Service  
Secretary General OEPM



MINISTERIO  
DE INDUSTRIA, COMERCIO  
Y TURISMO



Oficina Española  
de Patentes y Marcas

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**Means of Transport:**

**Metro:** Nuevos Ministerios (L6 – L8 – L10);

**RENFE Suburban Railways:** Nuevos Ministerios

**Buses:** 3 - 5 - 7 - 14 - 16 - 19 - 27 - 37 - 40 - 43 - 45 -  
51 - 64 - 66 - 124 - 126 - 128 - 147 - 149 - 150 - C1 y C2

**NIPO (on line):** 116-21-020-8