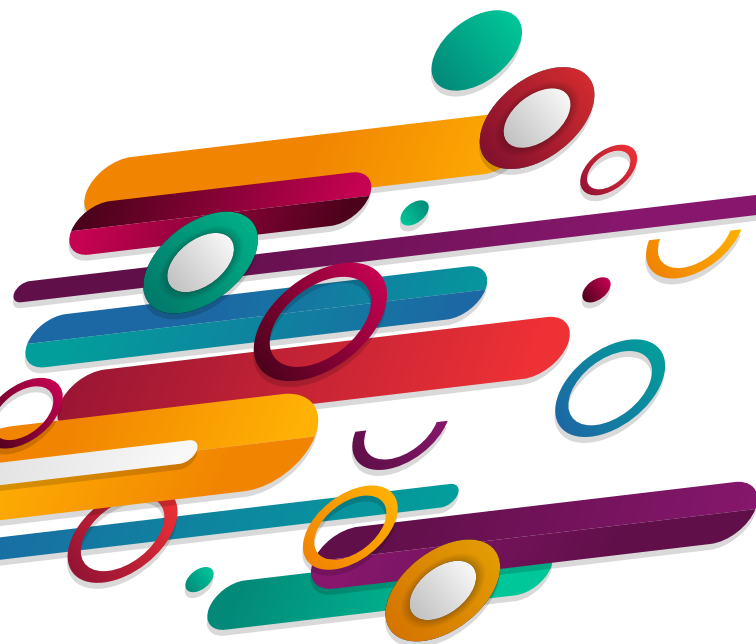


# SERVICE CHARTER

2021-2024



## Distinctive Signs

OEPM

Excellence, sustainability,  
talent, innovation and cooperation




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:

- ▶ **Services offered** by the OEPM **Distinctive Signs Department**.
  - ▶ 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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## WHAT DO WE COMMIT TO?

### Quality Commitments

The Distinctive Signs Services are provided in accordance with the following **quality standards**:

#### Publication of applications in the Spanish Official Industrial Property Bulletin (BOPI)

- ▶ Applications filed at the OEPM with no formal defects published within 2 months.
- ▶ Applications filed at the OEPM with formal defects published within 4 months.

#### Decisions on trademark or trade name applications

- ▶ Decisions issued within 7 months on applications without oppositions nor objections on the grounds of form or substance.
- ▶ Decisions issued within 14 months on applications with objections on the grounds of form or substance or oppositions without proof of use.

#### Issue of decisions on trademark and trade name renewal applications.

- ▶ Decisions issued within 5 months on renewal applications without objections on the grounds of form or substance.
- ▶ Decisions issued within 9 months on renewal applications with objections on the grounds of form or substance.

## HOW DO WE MEASURE THE ACHIEVEMENT OF THE COMMITMENTS?

### Indicators

#### Publication of the application in the Spanish Official Industrial Property Bulletin

- ▶ Percentage of applications filed at the OEPM without formal objections, published in 2 months or less.
- ▶ Percentage of applications filed at the OEPM with formal defects, published in 4 months or less.

#### Decisions issued on trademark or trade name applications

- ▶ Percentage of decisions on applications without oppositions nor objections on the grounds of form or substance, issued in 7 months or less.
- ▶ Percentage of decisions on applications with objections on the grounds of form or substance or oppositions without proof of use, issued in 14 months or less.

#### Decision on trademark and trade name registration renewal applications

- ▶ Percentage of decisions on renewal applications without objections on the grounds of form or substance, issued in 5 months or less.
- ▶ Percentage of decisions on renewal applications with objections on the grounds of form or substance, issued in 9 months or less.

## 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**  
Distinctive Signs Department OEPM



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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):** 116-21-022-9