



RATES COMPLAINTS 2022

These rates will come into effect on January 1, 2022.
The corresponding VAT will be applied to the indicated prices.

COMPLAINTS

HANDLING OF ADVERTISING COMPLAINTS

Processing of claims before the relevant Jury Section against the publicity of an entity submitted to the Advertising Jury.

Member vs. Member

282 €

Once the quota of free procedures has been exceeded. See quota table, next page.

The Jury will determine in its Resolutions which part or parts will bear this cost, which will be divided between the two parties in case of partial estimation, mediation, or partial acceptance of the claim with dismissal or partial estimation of those extremes of the claim that have not been accepted.

Member vs. Non-member

282 €

Once the quota of free procedures has been exceeded and on behalf of the claimant. See quota table, next page.

Partner claimed by the Administration, consumer or any other person or entity exempt from payment

- **Free if they are rejected** by the Advertising Jury or the claim has been accepted (art 13.2 of the Rules of the Jury).
- 282 €
Once the quota of free procedures has been exceeded, if they are estimated (totally or partially) or managed through mediation. See quota table, next page.

Non-member

3,215 €

Except agreements

APPEAL PROCEDURE

Processing of appeals before the Full Jury against the decisions of the Sections.

Member vs. Member

282 €

The Jury will determine in its Resolutions which part or parts will bear this cost, which will be divided between the two parties in case of partial estimation, mediation, or partial acceptance of the claim with dismissal or partial estimation of those extremes of the claim that have not been accepted.

Member vs. Non-member

282 €

Partner claimed by the Administration, consumer or any other person or entity exempt from payment

141 €

In the event of costs being imposed by the Jury.

Non-member

2,420 €

Except agreements

APPEAL TO THE JURY AGAINST THE CONTENT OF A COPY ADVICE®

Member

282 €

Non-member

880 €

COMPLAINTS

OPINION PROCEEDINGS

The drafting of the opinion pursuant to Rule 46. 3.c) of the Statutes: «*Opinion, expressing its ethical and non-binding opinion, on the correctness of commercial communications made by non-associated third parties, when required by any person with a legitimate interest and those who had refused to participate in the procedure*», for cases in which the Jury must refrain from issuing a Resolution.

Member	Non-member
282 € Once the quota of free procedures has been exceeded. See quota table, below.	3,215 € Except agreements

MEDIATIONS

Mediations that resolve a claim without intervention of the Jury.

Member	Non-member
282 € Once the quota of free procedures has been exceeded. See quota table, below.	1,630 €

DOMINIO .ES RESOLUTION

Out-of-court resolution of disputes in the allocation of ".es" domains.

Member	Non-member
1,400 €	1,400 €

ARBITRATION

Resolution of disputes submitted by affected parties under the Arbitration Law.

Member	Non-member
Arbitration fee established by the Madrid Chamber of Commerce. For AUTOCONTROL members 50% of discount.	

FREE CLAIMS QUOTAS

TYPE	GROUP	QUOTA	TYPE	GROUP	QUOTA
Advertiser	A - B - C - D	4	Agency	A - B	4
Advertiser	E - F - G - H - I	3	Agency	C - D	3
Advertiser	J - K - L - M - N	2	Agency	E - F - G	2
Advertiser	O - P - Q - R - S	1	Agency	H - I	1
Media	A - B - C - D	4	Associations	A	4
Media	E - F - G	3	Associations	B	3
Media	H - I - J - K	2	Associations	C - D	2
Media	L - M - N - O	1	Associations	E	1

COMPLAINTS

HANDLING OF DATA PROTECTION COMPLAINTS

Below we detail the rates for companies adhering to the Code of Conduct for Data Processing in Advertising Activities for the handling of complaints derived from the Code.

Adherence to the Code

Member	Non-member
No cost	Equal amount to the corresponding social contribution, according to the category in which the company is located (advertiser, agency, medium or association).

Administrative fee: administrative management of the complaint, including its management by the DPO without the need for the opening of mediation.

Member	Non-member
26 €	52 €

Management fee for mediation: claims processed through mediation (not applicable if the DPO directly addresses the claim without the need for mediation).

Member	Non-member
130 €, plus administrative fee.	260 €, plus administrative fee.

Jury rate at first instance: complaint managed by the Advertising Jury issued at first instance.

Member	Non-member
282 €, plus administrative fee and in its case, mediation management.	565 €, plus administrative fee and in its case, mediation management.

Handling of appeals: before the Jury (second instance) against a decision in first instance.

Member	Non-member
141 €, plus administrative fee and in its case mediation management, as well as cumulatively, Jury's rate in first instance. Only applicable if the appeal is submitted for the company claimed.	282 €, plus administrative fee and in its case mediation management, as well as cumulatively, Jury's rate in first instance. Only applicable if the appeal is submitted for the company claimed.

Request for compliance reports

Member	Non-member
To be determined according to request.	To be determined according to request.



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