

DISPUTE RESOLUTION REQUEST FORM

Guidelines for Parties Requesting Formal Dispute Resolution Intervention

1. To expedite resolution of your complaint via our formal dispute resolution process may we ask you to fully comply with the prescribed format attached.
2. Please ensure that the request for dispute resolution is signed and dated (where the complainant is a company the signature must be that of a person authorised to sign on behalf of the company).
3. Particular attention should be paid to ensuring that where confidential information is provided in support of this request that such information is clearly marked and contained in a separate annex to this document.
4. The contact name provided will normally be the only contact used by this office for the duration of the process. Should this contact name be changed the onus is on the complainant to inform the GRA of this in writing.
5. Requests for formal dispute resolution should be addressed to:

Data Protection Commissioner
Gibraltar Regulatory Authority
Suite 603 Europort
Gibraltar

Or

Via e-mail to dataprotection@gra.gi

6. The GRA reserves the right to deal with any request for assistance on a dispute in a manner which is outside the formal dispute procedures provided for in the GRA Dispute Procedure Document. Complainants will be informed prior to any such dispute resolution procedure.

4. Dispute Procedures attempted to-date

Please detail all steps taken by you and the respondent to resolve this matter to-date. This should include details of correspondence, meetings and escalation steps taken in any attempt to resolve the matter. Please attach copies of relevant supporting material relating to this dispute.

5. Impact of Dispute

Please detail what impact this dispute is having/may have on the operation of your business. Please provide material in support of your claim.

6. Confidential Material

It is the policy of this office to forward copies of any dispute to the respondent for its comments. Please indicate what material, if any, you consider confidential and this office will withhold it from any correspondence forwarded to the respondent. The GRA wished to draw your attention to the fact that this may slow down the resolution of the dispute and that some material marked as confidential may be intrinsic to the dispute.
