

EDPB Documents



Template Acknowledgement of Receipt

Adopted on 20 June 2023

Date of submission:

Reference number [*If available*]:

We acknowledge receipt of your complaint with the XX SA, [also attached for your record].

A preliminary assessment of your complaint will be conducted to determine its admissibility.

If your complaint is deemed inadmissible, you will be informed of the reasons for such decision [*SAs can specify the ground for inadmissibility, if required by their national law/practice*]. If your complaint is admissible, we may, if necessary, request additional information prior to initiating the investigation procedure.

The XX supervisory authority will inform you on the progress and the outcome of the complaint handling, including the possibility of a judicial remedy, in accordance with Article 77(2) GDPR.

Please bear in mind that the XX SA receives a high number of requests and that we are doing our best to process your complaint as quickly as possible. Please also be informed that if your complaint is subject to the cooperation procedure under Article 60 of Regulation 2016/679 [[link to additional information on the SA's website](#)], more than one European supervisory authority will be involved in handling your complaint.

Under Article 78 GDPR, without prejudice to any other administrative or non-judicial remedy, you shall have the right to an effective judicial remedy against a legally binding decision of a supervisory authority concerning you.

If you do not receive information on the progress or outcome of your complaint within 3 months [or applicable deadline depending on the SA], you can request an update on its status by contacting us via [...] and mentioning the date of submissions/ your name / reference number indicated above [*SAs can chose depending on their practice*].