UK GDPR Complaints Procedure

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This procedure outlines how individuals can raise concerns or complaints regarding the handling of their personal data under the UK General Data Protection Regulation (UK GDPR).

1. Submitting a Complaint

To submit a complaint, please complete the UK GDPR Complaint Form and ensure all relevant fields are filled out accurately. Please ensure you include:

- Your full name and contact details
- Details of your complaint
- The date of the incident
- The outcome you are seeking

Once completed, please submit the form

2. Acknowledgement and Response Time

- We will acknowledge receipt of your complaint and contact you within **5 working days**.
- A full investigation will be conducted, and we aim to provide a substantive response within **30 calendar days**.
- If the complaint is complex or requires more time, we will inform you of the delay and provide an updated timeline.

3. Investigation Process

- Your complaint will be reviewed by our **Data Protection Officer (DPO)** or a designated member of our compliance team.
- We may contact you for further information or clarification.
- All investigations will be conducted fairly, impartially, and in accordance with UK GDPR principles.

4. Resolution and Outcome

- You will receive a written response detailing the outcome of the investigation.
- If a breach is identified, we will take appropriate remedial action and inform you of the steps taken.

- If you are dissatisfied with the outcome, you may escalate the complaint to the **Information Commissioner's Office (ICO)**.

5. Contact Details

Data Protection Officer:

Tracy Davey, gdpr.gb@dormakaba.com

dormakaba, Lower Moor Way, Tiverton Business Park, EX16 6SS

Information Commissioner's Office (ICO)

Website: https://ico.org.uk/make-a-complaint/ Phone: 0303 123 1113

Updates to document

Review Date	Changes or Modifications	Approved by	Published
30.10.26	No change		