UK GDPR Complaints Handling Procedure

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This procedure outlines how we handle complaints related to the processing of personal data under the UK General Data Protection Regulation (UK GDPR).

When a complaint is submitted via the GDPR Complaints form it both automatically notifies the Data Protection Officer and logs the complaint on the GDPR Complaints Register.

Initial Assessment

- The complaint will be reviewed by our **Data Protection Officer (DPO)** or designated compliance lead.
- **The DPO will require full cooperation from the area/s of the business the complaint is in connection with.**
- **There is a timeframe of 5 days to be in touch with the complainant and 30 days to resolve the complaint.**
- The DPO will assess with you whether the complaint relates to:
    - A potential breach of UK GDPR
    - A data subject rights request (e.g. access, rectification, erasure)
    - A concern about how personal data is being processed
- If the complaint is outside the scope of UK GDPR, the complainant will be informed and redirected appropriately.

Investigation

- A full investigation will be conducted, which may include:
    - Reviewing relevant data processing records and policies
    - Interviewing staff involved in the processing
    - Consulting legal or regulatory guidance
- The investigation will be completed within **30 calendar days**. If more time is needed, the complainant will be notified with reasons and a revised timeline.

Outcome and Resolution

- The complainant will receive a written response detailing:
    - The findings of the investigation
    - Whether a breach or non-compliance was identified
    - Any corrective actions taken (e.g. data rectification, process changes, staff training)
    - Their right to escalate the complaint if unsatisfied

Escalation

If the complainant is not satisfied with the outcome, they may escalate the matter to:

Information Commissioner's Office (ICO) Website: https://ico.org.uk/make-a-complaint/ Phone: 0303 123 1113 Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

The DPO will inform the complainant of their rights to do so.

Record Keeping

- All complaints and investigations will be documented and retained for **at least 3 years**.
- Records will include the nature of the complaint, investigation steps, findings, and resolution.
- These records may be reviewed periodically to improve data protection practices.

7. Confidentiality and Fairness

- All complaints will be handled confidentially and impartially.
- Personal data involved in the complaint will be processed in accordance with UK GDPR principles.

Updates to document

Review Date	Changes or Modifications	Approved by	Published
30.10.26	No change		