# Data Protection Complaints

## How We Handle Data Protection Complaints

This document explains how we handle complaints about the way we use personal data. It is intended to provide transparency and reassurance to our clients and other individuals whose data we process.

## Who Can Make a Complaint

Anyone who believes that we have not handled their personal data in line with data protection law may raise a complaint. This includes clients, employees, suppliers, and third parties.

## What You Can Complain About

You can make a data protection complaint if you have concerns about matters such as how we collected or used your personal data, the security of your information, how long we keep it, its accuracy, or how we responded to a data protection request (for example, a subject access request).

## How to Raise a Complaint

You can raise a data protection complaint with us by email, post, telephone, or speaking to a member of our staff. Any complaint raised with us will be dealt with by the Data Protection Officer or their deputy.

## Acknowledgement of Your Complaint

We will acknowledge receipt of your complaint within 7 working days. Our acknowledgement will explain what will happen next, who is handling your complaint, and how you can contact us if you have questions.

## Our Investigation

We will investigate your complaint carefully and fairly. This may involve reviewing relevant records, policies, or correspondence, and speaking to members of staff involved. If our investigation takes time, we will keep you informed of progress.

## Our Response to You

Once our investigation is complete, we will explain the outcome to you clearly and in plain language. This will include whether we believe data protection law has been complied with and details of any corrective actions taken or planned.

## If You Are Not Satisfied

If you remain unhappy with our response, you have the right to raise your concerns with the Information Commission Office (ICO), the UK's independent data protection regulator. We will provide you with the ICO's contact details if required.

## Our Commitment

We take data protection seriously and use complaints as an opportunity to improve our working practices.