



# Data Protection Complaints Policy

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## This policy document sets out:-

- Introduction -The Law and Our Commitment to Compliance
- What constitutes a data protection complaint - definition
- What is not regarded as a data protection complaint
- How to make a complaint
- What you can expect from us
- Integration of Data Protection Complaints Process with all Complaints Policies
- Complaints made on behalf of others
- What to do if you are not happy with the way we handled your complaint - ICO signpost
- Arrangements for training and general awareness
- Further visibility for this policy
- Appendix A - Checklist for your complaint - help us to help you

## 1. Introduction-The Law – Our Commitment to Compliance

Under UK Legislation, the Data (Use and Access) Act, all organisations are legally required to have a process in place for handling data protection complaints. This legislation is enforced by the Information Commissioner's Office (ICO). It requires us to: -

- Give people a way of raising data protection complaints
- Acknowledge each complaint within 30 days of receipt
- Take appropriate steps to respond without undue delay, including making any relevant enquiries and keeping complainants up to date with progress
- Provide an outcome to complainants without undue delay

We are committed to handling your personal data in a way that is fair, transparent, and in accordance with the law. If you are unhappy with how we have handled your data, this policy outlines how you can make a complaint.

## 2. What constitutes a complaint – how is it defined?

The aim of this new legal obligation is to give anyone unhappy with the way we have handled their personal information a clear method for raising a complaint. In the majority of cases if the ICO receives a complaint they will ask the person to first raise the matter with the organisation. The ICO will expect to see a robust policy and procedure in place to facilitate this quickly. Our policy reflects this expectation. The Information Commission (ICO) has provided an indicative listing of what a complaint could cover. This is not an exhaustive listing but represents typical cases they have encountered in the past.

These cases include making a complaint about:-

- A data breach which impacted them
- A response to a Data Subject Access Request or other privacy rights request
- How long personal information is kept
- The accuracy of information held
- Security measures in place to protect personal details
- How profiling of a person has been carried out
- Or any other data protection related matter

### **3. What is not regarded as a data protection complaint?**

If someone is complaining about a service or other matters and is also exercising one of their privacy rights (such as access, erasure, or objection) this will not be treated as a data protection complaint. The ICO has provided the following examples which they say would not be data protection complaints:-

- A person may acknowledge you responded to their subject access request on time but express dissatisfaction that you did not expedite it
- An employee may raise a grievance issue and also request copies of their personal information
- A person may complain about a customer service issue and also request that you delete their information

If you are not sure if your issue is a complaint, the ICO has said they will help provide clarification. A link to their official guidance and website can be found in 9 below.

### **4. How to Make a Complaint**

If you have a complaint about how your data has been handled, please contact our Data Protection Officer (DPO). Our DPO is Ian Hirst (Director).

Our process is designed to enable us to investigate and resolve the issue as quickly as possible. You can use any of the following channels for your complaint:-

**EMAIL: [ian.hirst@concrew-training.co.uk](mailto:ian.hirst@concrew-training.co.uk)**

**PHONE: 01623 3457070**

**POST: Concrew, Training, Ransom Hall, RansomWood  
Business Park. Mansfield. Nottinghamshire. NG21 0HJ**

But you are not obliged to use our set process. We want to be completely user friendly and flexible.

You can complain however you want. As with any Data Subject Access Requests, you can contact any appropriate employee, any part of the organisation or even submit a complaint via social media. Whichever method you use, please provide as much detail as possible about your complaint.

Appendix A below carries a checklist to help you throughout the process. This will help us to understand the issue and investigate it thoroughly.

### **5. What to Expect From Us**

We will acknowledge receipt of your complaint within three working days. We will then investigate your complaint and provide you with a full response within 30 calendar days.

Throughout the process, we will:

- Keep you informed of our progress.
- Request any additional information we may need from you in a timely and proportionate manner.
- Provide you with a clear and comprehensive outcome of our investigation.

## **6. Integration of Data Protection Complaints Process with all Complaints Policies**

We already have a process to effectively handle all complaints. We have integrated this data protection complaints policy into our existing processes, making sure that legal requirements are met.

We follow six steps for all complaints: -

1. Acknowledge
2. Investigate
3. Keep people updated
4. Record all actions -defensible documentation
5. Provide outcome to complainant with signpost to appropriate external authorities
6. Review lessons learned

## **7. Complaints made on behalf of others**

As with privacy rights, a family member, solicitor, or other relevant organisation can raise a complaint on behalf of another person. We will follow due process for checking they're authorised to do this, such as an appropriate Legal Power of Attorney or signed Letter of Authority from the person they are acting on behalf of.

## **8. If You Remain Unhappy**

If you are not satisfied with the outcome of your complaint, or if you feel we have not handled it appropriately, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection and information rights. You can contact the ICO in the following ways:

- Email: [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk)
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Phone: 0303 123 1113

For more information about the ICO and their complaints guidance, you can visit their website at [ico.org.uk](http://ico.org.uk).

## **9. Arrangements for Training and General Awareness**

We have provided full training and refreshed induction arrangements for new starters. Our wider UK Data Protection training is also updated when the law and legislation changes and with policy update/review

At the point we collect personal information, people are told they can raise a data protection complaint. This means our privacy notices have been updated. It also means when responding to any Data Subject Access Request, we make sure we explain our complaints process.

## **10. Further Visibility for the policy**

While not a legal requirement, the ICO recommends organisations to publish a complaints procedure on their website or provide it to people as soon as possible. We have done this and set out clearly, within Appendix A below:-

- What evidence or supporting information you need to investigate complaints
- What proof of ID we accept (where necessary)
- What type of authority we accept if a complaint is made on behalf of someone else.
- That we will acknowledge complaints, keep people updated on progress and explain the outcome within 30 days.

## **11. REVIEW**

The effectiveness of this policy and associated arrangements are reviewed bi-annually under the direct supervision of the Director

## Appendix A - Checklist for your Complaint

### Before you start the complaint, collect:

- Copies of your original request or communication
- Proof of when you sent it (email timestamp, postal receipt)
- Any responses you received from us
- Your follow-up correspondence
- Notes of any phone calls (date, time, who you spoke to, what was said)
- Visit the ICO guidance page signposted at 9 above

### Drill down into and describe to us:-

- What happened - a clear description of the issue
- When it happened - key dates
- What you want - what outcome you're seeking
- What you've done so far - your attempts to resolve it

### Six Top Tips- Help us to help you

1. Be specific - dates, names, and exactly what happened
2. Stay factual - avoid emotional language, stick to the facts
3. Show your efforts - demonstrate how you tried to resolve it first
4. Be clear about what you want - the outcome you are seeking
5. Include evidence - documents strengthen your complaint
6. Keep it focused - one clear complaint is better than multiple vague ones

**SIGNED**



Ian Hirst - Director

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