Data Protection Complaints Procedure (DUAA – Effective 19 June 2026)

Purpose This procedure explains how individuals can raise concerns about how their personal information is collected, used, stored, or shared. It meets the requirements of the **Data Use and Access Act 2025 (DUAA)** and associated ICO guidance (February 2026).

1. How individuals can make a complaint

We will accept complaints made:

- Using a data protection complaint form
- By email
- By telephone
- In writing
- Through our website or online portal
- Via social media
- In person (where applicable)

We will never refuse a complaint because it was not submitted through the “official” route.

2. Information we may need

To help us investigate, we may ask for:

- The nature of the concern
- Relevant dates, interactions, or evidence
- What outcome the individual is seeking
- Proof of identity (if needed to confirm who we are communicating with)
- A letter of authority or power of attorney if someone is acting on another person’s behalf

We will request this information **as early as possible**.

3. Acknowledging the complaint

We will:

- **Acknowledge all data protection complaints within 30 days**
- Confirm who is handling the complaint
- Explain the next steps and expected timescales

If the complaint is from a child or young person, we will assess their competence to exercise their rights and adapt our communication accordingly.

4. Investigating the complaint

We will:

- Review the issues raised and any relevant records
- Speak with staff involved (if applicable)
- Assess whether our data handling complied with DUAA and ICO guidance
- Identify any risks, errors, or areas for improvement
- Keep the individual updated if the investigation takes longer than expected

5. Responding to the complaint

We will provide a written response that includes:

- The outcome of our investigation
- Any actions we have taken or will take
- Any learning or improvements identified
- Information on the individual's right to escalate the matter

6. If the individual is not satisfied

If the individual remains unhappy with our response, they may:

- Ask us to review the decision
- Raise their concern with the **Information Commissioner's Office (ICO)**

We will provide the ICO's contact details in our response.

7. Recording and learning

We will:

- Log all data protection complaints
- Record outcomes and actions taken
- Identify themes or recurring issues
- Use learning to improve our data protection practices, staff training, and member/patient communications

8. Staff responsibilities

All staff must:

- Know how to recognise a data protection complaint
- Forward complaints immediately to the Data Protection Lead
- Support investigations promptly and transparently
- Complete any required training on DUAA and complaint handling