



Data Protection Complaints Policy

1. Purpose

We are committed to protecting personal data and handling it fairly, lawfully and transparently. We take concerns about how personal data is collected, used, stored or shared seriously and aim to resolve complaints promptly and fairly.

This policy explains how individuals can raise concerns about our handling of personal data and how we will respond.

2. Scope

This policy applies to complaints relating to the processing of personal data by the charity, including concerns about:

- Accuracy of personal information
- How personal information is collected or used
- Disclosure or sharing of personal information
- Data retention practices
- Responses to data subject rights requests
- Potential personal data breaches
- Any other concerns relating to UK data protection legislation

This policy operates in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (as amended), and other applicable data protection legislation.

3. How to Make a Complaint

Individuals may make a complaint:

V1 Review date 12/08/2028



- By email – Contact@gkcct.org
- By telephone – 01905 885777
- In writing - Cowsden Hall Farm, Cowsden, Upton Snodsbury, Worcestershire WR7 4NZ
- Through any member of staff

Complaints do not need to be submitted using a specific form.

We will make reasonable adjustments to ensure our complaints process is accessible to everyone.

4. How We Will Handle Complaints

Data protection complaints will be managed by the charity's Data Protection Lead, who is responsible for overseeing the investigation and resolution of complaints. Where appropriate, the Data Protection Lead may involve other staff members or trustees to assist with the investigation.

We will:

- Acknowledge complaints within 7 working days where possible and no later than 30 calendar days.
- Investigate complaints fairly and proportionately.
- Keep complainants informed if additional time is required.
- Provide a clear explanation of our findings.
- Explain any actions we will take to address issues identified.

We aim to give you a full response within 30 calendar days of receiving your complaint. If we need more time, we will let you know and explain why.

We will handle all complaints confidentially and will only share information with those individuals who need access to it in order to investigate, respond to, or resolve the complaint.

5. Internal Review

If a complainant is dissatisfied with our response, they may request that the complaint is reviewed by a senior manager, trustee or another appropriate individual not previously involved in handling the complaint.



6. Complaints to the Information Commissioner's Office

If an individual remains dissatisfied after our review, they may contact the Information Commissioner's Office (ICO):

<https://ico.org.uk>

You may raise your concerns with the Information Commissioner's Office (ICO) at any time, including before making a complaint to us. However, we encourage you to give us the opportunity to address and resolve your concerns first.

7. Record Keeping

We maintain records of data protection complaints, investigations, outcomes and any actions taken.

Complaint records will be retained for six years from the date the complaint is closed, unless a longer retention period is required for legal, regulatory, safeguarding or other legitimate organisational reasons. Records will be stored securely and managed in accordance with our records management and data protection procedures.

8. Learning and Improvement

We review complaints periodically to identify trends, improve our practices and support ongoing compliance with data protection requirements.

9. Review

This policy will be reviewed at least every two years or sooner if required by changes in legislation or Charity practices.