

Data Protection Complaints Policy

1. Purpose

St Cuthbert's Care is committed to protecting personal data and respecting the rights of individuals in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy explains how individuals can raise concerns about how we collect, use, or manage personal data and how we will respond to those concerns in a fair, transparent, and timely manner.

2. Scope

This policy applies to:

- All trustees, staff, volunteers, and contractors
- All personal data processed by the charity, including data relating to:
 - Beneficiaries/service users
 - Employees and volunteers
 - Partners and suppliers

3. Our Commitment (UK GDPR Principles)

We will ensure that personal data is:

- Processed lawfully, fairly and transparently
- Collected for specific, explicit purposes
- Adequate, relevant and limited to what is necessary
- Accurate and kept up to date
- Retained only as long as necessary
- Processed securely and confidentially

We take all complaints seriously and use them to improve our data protection practices.

4. What is a Data Protection Complaint?

A complaint may relate to concerns such as:

- Use of personal data without a lawful basis
- Lack of clear privacy information
- Failure to uphold individual rights (e.g. access, rectification, erasure)
- Inaccurate or outdated information
- Unauthorised disclosure or data breach
- Data being kept longer than necessary
- Unwanted fundraising or marketing communications

5. How to Make a Complaint

You can submit a complaint by contacting:

Data Protection Officer

Christine Wright - St Cuthbert's Care
Email:- dpo@stcuthbertscare.org.uk

Please include:

- Your name and contact details
- Details of your complaint
- Relevant dates and any supporting information

We will make reasonable adjustments for individuals who need support in submitting a complaint.

6. Complaint Handling Process

6.1 Acknowledgement

- We will acknowledge your complaint within 5 working days

6.2 Investigation

- Your complaint will be reviewed by the Data Protection Officer
- We may:
 - Review systems, records and procedures

- Speak to staff or volunteers involved
- Request additional information where necessary

6.3 Response

- We aim to respond within 30 days, in line with UK GDPR guidance
- If the matter is complex, we may extend this period (up to a maximum of 2 further months) and will explain why

6.4 Outcome

Where appropriate, we will:

- Explain what happened and why
- Correct or delete inaccurate data
- Restrict or stop processing
- Apologise and take corrective action
- Improve policies, training or safeguards

7. Data Subject Rights

Making a complaint does not affect your legal rights. Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or erasure
- Object to processing
- Restrict processing
- Data portability (where applicable)

We will handle complaints in a way that supports these rights.

8. Escalation to the ICO

If you are not satisfied with our response, you have the right to complain to the

Information Commissioner's Office (ICO):

ICO (Information Commissioner's Office)

Website: <https://www.ico.org.uk>

Helpline: 0303 123 1113

We encourage you to contact us first so we can try to resolve your concern.

9. Confidentiality

- All complaints will be handled confidentially and sensitively
- Information will only be shared where necessary to investigate and resolve the issue
- Particular care will be taken where complaints relate to vulnerable individuals or beneficiaries

10. Record Keeping and Accountability

In line with UK GDPR accountability requirements:

- All complaints will be logged and recorded
- We will document outcomes and any actions taken
- Trends will be monitored to identify risks and improve compliance
- Records will be retained according to our Data Retention Policy

11. Responsibilities

- **Trustees:** Provide oversight and ensure compliance
- **Data Protection Lead/DPO:** Manage and respond to complaints
- **Staff and Volunteers:**
 - Must report complaints immediately
 - Must cooperate with investigations
- **Senior Management:** Ensure corrective actions are implemented

12. Links to Other Policies

This policy should be read alongside:

- G 01 General Data Protection Regulation (GDPR) Policy
- G 02 GDPR - Privacy Notice
- G 03 Records Management, and Retention & Disposal Policy
- **Data Breach Response Policy (In the process of completing)**

13. Review

This policy will be reviewed:

- Annually
- Following regulatory changes
- After significant complaints or data incidents

Change History

Version	Date	Reason	Who	Next review date
1	07/05/26	New Policy	CW	June 2027

Appendix 1

Data Protection Complaint Form

1. Your Details

Full Name: _____

Address: _____

Email Address: _____

Phone Number: _____

Preferred method of contact: ☐ Email ☐ Phone ☐ Post

2. Your Relationship to the Charity

☐ Beneficiary / Service User

☐ Donor / Supporter

☐ Volunteer

☐ Employee

☐ Other (please specify): _____

3. Details of Your Complaint

Please describe your concern below:

4. Relevant Dates

5. Type of Concern

☐ Unauthorised use of personal data

☐ Inaccurate or outdated information

☐ Data shared without permission

☐ Failure to respond to a data request

☐ Data kept longer than necessary

- ☐ Data breach / security concern
☐ Unwanted marketing/fundraising contact
☐ Other: _____

6. Desired Outcome

7. Supporting Information

List any documents attached:

8. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____

Date: _____

9. Submission Details

Send completed forms to:

Data Protection Lead / DPO
Christine Wright
St Cuthbert's Care
West Road
Newcastle upon Tyne
NE15 7PY