

Handling Data Protection Complaints Policy

The purpose of this policy is to ensure that all complaints relating to the processing of personal data are handled promptly, fairly, consistently, and in compliance with applicable data protection legislation.

This policy applies to all employees, contractors, customers, suppliers, service users, and any individual whose personal data is processed by the organisation.

Policy Statement

The organisation is committed to protecting personal data and respecting individuals' privacy rights. All data protection complaints will be investigated thoroughly and resolved as quickly as possible.

What Is a Data Protection Complaint?

A complaint may relate to:

- Unauthorised access to personal information
- Incorrect personal data
- Failure to respond to a Subject Access Request
- Unauthorised disclosure of information
- Data retained longer than necessary
- Concerns regarding privacy rights
- Suspected data breaches

How to Make a Complaint

Complaints can be submitted:

- By email to the Data Protection Officer (DPO/Clerk)
- In writing to the Clerk at Colburn Town Council, Colburn Lane, Colburn, North Yorks DL9 4LZ or email: clerk@colburn-tc.gov.uk
- Via the organisation's complaints procedure

The complaint should include:

- Name and contact details
- Description of the issue
- Relevant dates
- Supporting evidence where available

Complaint Handling Procedure

Complaints will be acknowledged within 5 working days unless staff holidays or sickness preclude this timeframe.

The organisation will:

- Review relevant records
- Interview relevant personnel
- Assess compliance with data protection requirements
- Determine whether a data breach has occurred

Response

The complainant will receive a written response detailing the findings, actions taken, and any next steps.

Timescales

Activity	Timescale
Acknowledge complaint	Within 5 working days
Complete investigation	Within 30 calendar days where possible
Communicate outcome	As soon as investigation is complete

Escalation Process

If the complainant is not satisfied with the outcome, they may request a review by the Town Council.

Individuals have the right to raise concerns with the Information Commissioner's Office (ICO).

Record Keeping

All data protection complaints will be recorded and retained securely in accordance with the organisation's retention schedule.

Roles and Responsibilities

Data Protection Officer

- Oversees investigations
- Provides specialist advice
- Maintains complaint records

Town Councillors

- Support investigations
- Implement corrective actions

Employees

- Report concerns promptly
- Co-operate with investigations

Monitoring and Review

This policy will be reviewed annually or sooner where changes in legislation, guidance, or organisational requirements make this necessary.

Policy Approval Section

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| 1 | Policy Owner: Data Protection Officer |
| 2 | Approved By: Colburn Town Council |
| 3 | Version: 1.0 |
| 4 | Effective Date: 21 st September 2026 |
| 5 | Review Date: September 2027 |