



Data Protection Complaints Process

Council receives a complaint

(Verbal, written, email, social media)

Forward the complaint to the person responsible for Data Protection (Clerk / Asst. Clerk) if the complaint was not sent directly to them within 1 day

Is it a valid data protection complaint?

YES

The complaint relates to:

- Personal data handling
- Rights requests
- Data breach / Security
- Data retention / use

Is the complaint made on behalf of another person?

YES

Check authority documents:

Power of Attorney or
Signed letter of Authority

Acknowledge the complaint within 30 days

Verify identity if necessary

Request I.D. at earliest opportunity

DO NOT request excessive information

Investigate the complaint

Review facts fairly / accurately

Speak to relevant staff / users

Compare records and the complaint

Check compliance with GDPR policy

Can the response be completed in 30 days?

YES

- Record outcomes
- Date received
 - Acknowledgement
 - Evidence / conversations
 - Outcome
 - Action taken

Provide Written Outcome
Explain findings, actions taken
Provide supporting details

NO

Inform complainant of:

- Delay
- Justification
- Expected timeframe

Review lesson learned

Identify improvements and update practices if required

Process complete!