THE ELIZABETH FOUNDATION

Data Protection Complaints Procedure

1. Purpose

The Elizabeth Foundation (TEF) is committed to protecting personal data and respecting the rights of children, parents, employees, volunteers, applicants, donors, customers and any other individuals whose personal information we process in line with the UK GDPR and the Data Protection Act 2018.

This procedure deals specifically with complaints made by or on behalf of data subjects about the Company's handling of personal data. It does not replace the Charity's general Complaints Procedure or Grievance Procedure, or the Charity's other data protection policies and procedures.

This procedure explains how individuals may raise concerns or complaints regarding the processing of their personal data and how such complaints will be handled.

2. Scope

This procedure applies to all personal data processed by TEF and covers complaints relating to:

- Collection of personal data.
- Use of personal data.
- Sharing of personal data.
- Accuracy of personal data.
- Retention of personal data.
- Security of personal data.
- Subject Access Requests.
- Data breaches.
- Automated decision-making.
- Any other matter concerning compliance with UK data protection legislation.

3. How to Submit a Data Protection Complaint

Complaints may be submitted through any of the following channels:

Email: accounts@elizabeth-foundation.org

Data Protection Officer
The Elizabeth Foundation
Southwick Hill Road
Cosham
Portsmouth
PO6 3LL

Employees and volunteers may raise concerns in person with the Data Protection Officer, their manager, or the CEO.

To assist the investigation complainants should provide:

- Their name and contact details.
- A description of the concern.
- Relevant dates.
- Copies of any supporting documentation.
- Details of the outcome sought.

A complaint does not need to use any specific wording to be treated as a data protection complaint.

4. Complaint Handling Process

Step 1 – Receipt

All complaints must be forwarded immediately to the Data Protection Officer. The complaint will be recorded in the Data Protection Complaints Register.

Step 2 – Acknowledgement

The complainant will receive written acknowledgement of their complaint within 30 days of receipt. The acknowledgement will:

- Confirm receipt.
- Provide a reference number where appropriate.
- Explain the next steps.
- Provide contact details for further enquiries.

Step 3 – Investigation

An appropriate investigation will be carried out which may include:

- Reviewing relevant records and systems.
- Interviewing employees involved.
- Reviewing policies and procedures.
- Assessing compliance with applicable data protection requirements.

Additional information may be requested from the complainant where necessary.

Step 4 – Outcome

Following investigation TEF will provide a written response explaining:

- Findings of the investigation.
- Any corrective action taken.
- Any action planned.
- The individual's right to escalate concerns to the Information Commissioner's Office (ICO) if dissatisfied.

Step 5 – Closure

The complaint will be formally closed once the response has been issued and any agreed actions completed.

5. Complaint Register

The following information will be maintained:

- Complaint reference number.
- Date received.
- Complainant name.
- Nature of complaint.
- Responsible investigator.
- Actions taken.
- Outcome.
- Date closed.

6. Confidentiality

All complaints will be handled confidentially and only shared with those who need access for investigation and resolution purposes.

7. Escalation to the ICO

Individuals who remain dissatisfied following the conclusion of the company's internal process may contact the Information Commissioner's Office: www.ico.org.uk

TEF encourages individuals to allow the internal process to conclude before seeking external intervention where appropriate.

8. Review

This procedure will be reviewed annually or sooner if legislative or regulatory changes require amendment.

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