



Data Protection Complaints Procedure

Document Control

Author	Head of Operations
Decision Maker (approval)	Board of Trustees

Version	Status	Date approved	Date for review	Notes
V1.0	Approved	10/7/2026	07/2029	New procedure following requirements introduced by the Data (Use and Access) Act 2025

Data Protection Complaints Procedure

1. Introduction and Purpose

Heart of Bucks is committed to handling personal data lawfully, fairly and transparently. We recognise that individuals have the right to raise concerns about how we collect, use, store, share or otherwise process their personal data.

This procedure explains how individuals can make a complaint relating to the processing of personal data by Heart of Bucks and how such complaints will be handled. It also sets out our responsibilities under the Data (Use and Access) Act 2025 with regards to handling Data protection Complaints.

This procedure should be referred to alongside the Heart of Bucks Complaints Policy and Data Protection Policy.

2. Scope

This procedure applies to complaints relating to the processing of personal data by Heart of Bucks, including but not limited to the collection, use, disclosure, accuracy, retention, and security of personal data.

It also applies to direct marketing communications, responses to subject access requests, alleged personal data breaches and requests to exercise data protection rights.

This procedure does not apply to general complaints about Heart of Bucks services, decisions, funding activities or staff conduct, which should be addressed in accordance with the Complaints Policy.

3. Making a Complaint

Complaints relating to personal data should be submitted to:

Data Protection Officer

Heart of Bucks
2nd Floor
59 Walton Street
Aylesbury
HP21 7QG

Email: info@heartofbucks.org

Complaints may be submitted by email, post or any other reasonable means.

We recognise that complaints may be made via other informal methods such as social media or contact with staff, and are ready to accept complaints through these channels.

To help us investigate adequately, complainants should provide as much information as possible regarding the issue and the outcome they are seeking.

3.1 Verifying Identity

Where a complaint is made on behalf of someone else, we may be required to verify the identity and proof of authority of the complainant by requesting a valid form of identification such as a UK Driving License or Passport.

4. Handling Complaints

All data protection complaints will be recorded and reviewed by the designated Data Protection Officer or another appropriately authorised member of staff.

In accordance with its legal responsibilities under the DUAA 2025, Heart of Bucks will:

- Acknowledge receipt of the complaint within 30 calendar days.
- Assess the nature of the complaint and any actions required.
- Carry out appropriate enquiries and investigations.
- Keep the complainant informed where additional time is required.
- Provide a response without undue delay detailing the outcome of the investigation and any actions taken.

5. Outcomes

Following investigation, Heart of Bucks may:

- Provide further explanation or clarification.
- Correct inaccurate information.
- Take steps to improve processes or procedures.
- Take other appropriate remedial action.
- Explain why no further action is considered necessary.

The outcome will be communicated to the complainant in writing unless another format is requested or agreed.

6. Escalation

If a complainant remains dissatisfied following Heart of Bucks' response, they have the right to raise their concerns with the Information Commissioner's Office (ICO).

Information about the ICO's complaints process can be found at:

www.ico.org.uk

Telephone: 0303 123 1113

7. Review

This Procedure will be reviewed every three years unless circumstances require an earlier review.

Signed  On behalf of Heart of Bucks

Name: Moir Stewart

Date: 10/07/2026