

Data Protection Complaints Procedure



About this leaflet

This policy applies to all personal data and "special category" data processed by DVACT-PAI. This leaflet is to ensure that service users, their family members, or appointed representatives can easily report data protection concerns.

What is a data protection complaint?

A data protection complaint is any complaint about how we have handled your personal data.

You can complain if:

- You think someone looked at your records who should not have.
- Your information was lost, stolen, or shared with the wrong person.
- You asked to see your notes and we took too long to show you.

How do I make a data protection complaint?

You can tell us about your complaint in whatever way is easiest for you. You can choose to:

- **Talk to us:** Tell any staff member, assessor or facilitator about your complaint
- **Email us:** Send an email to our data protection officer at claireverney.pai@dvact.org
- **Fill out our online form:** Complete our data protection complaint form on our website at <https://www.dvact.org/data-protection-privacy>

What happens next?

- **5 Days:** We will contact you within 5 working days to say we received your complaint.
- **We will check:** Our Data Officer and Clinical Manager will look into what went wrong.
- **30 Days:** We will write back to you within 30 days with our response. If we need to extend this time we will let you know and keep you updated.

What if I am still unhappy?

If you are still unhappy with our answer, you can contact the Information Commissioner's Office (ICO) at <https://ico.org.uk/make-a-complaint/> or call them on 0303 123 1113.

If you would like further information or advice on data protection you can visit the ICO website at <https://ico.org.uk/for-the-public/>



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