

Document Name: GDPR and Data Complaints Policy

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SOSRC

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Introduction and Purpose

This policy sets out how SOSRC will handle concerns or complaints from individuals who believe their personal data has been mishandled, in line with the UK GDPR, the Data Protection Act 2018, and the Data Use Act 2025. We are committed to protecting personal data and upholding the rights of all individuals.

Scope

This policy applies to all staff, volunteers, trustees, contractors, and any other persons processing data on behalf of SOSRC.

Principles

We will deal with all complaints promptly, fairly, and transparently.

Complaints will be handled without discrimination or disadvantage to the individual.

We will take steps to resolve issues informally where possible, but individuals always have the right to escalate. Lessons learned from complaints will be used to improve our data protection practices.

How to Make a Complaint

If you believe your personal data has been mishandled by SOSRC, you can raise a concern by:

- Emailing: Cathryn (DPO) – info@sosrc.org.uk
- Writing to: Cathryn Cardoza (DPO) – 20-24 Clarence House, SS11AN
- Speaking to a staff member, who will refer the complaint to the Data Protection Officer (DPO).

You should provide as much detail as possible, including:

- What happened
- When it happened
- The type of data involved (if known)
- Why you believe it was mishandled

Our Response Process

- Acknowledgement – We will acknowledge receipt of your complaint within 5 working days if we have capacity to do this but we will ensure to acknowledge as soon as possible.
- Investigation – The DPO (or delegated person) will investigate the matter, speaking to relevant staff and reviewing processes.
- Outcome – We will provide a written response within 30 calendar days, outlining:
 - a. Findings of the investigation
 - b. Any corrective actions taken
 - c. Your right to escalate further if not satisfied
 - d. Where the matter is complex and more time is needed, we will inform you and provide updates.

Escalation

If you are not satisfied with our response, you have the right to escalate your complaint to the Information Commissioner's Office (ICO):

- Website: <https://ico.org.uk>
- Helpline: 0303 123 1113

Monitoring & Review

All complaints will be logged and reviewed periodically by the DPO and Senior Leadership Team to identify patterns, risks, and opportunities for improvement.

This policy will be reviewed every three years, or sooner if required by changes in law or guidance.

END OF POLICY