

Data Protection Complaints Procedure

Last updated: 08/08/2026

Organisation: TAVISTOCK THERAPY CENTRE

1. Our commitment

At the Tavistock Therapy Centre, we take the protection and privacy of personal information seriously.

If you are concerned about the way we have collected, used, stored, shared or otherwise processed your personal information, you have the right to make a data protection complaint to us.

We will deal with your complaint fairly, promptly and transparently, in accordance with applicable UK data protection law, including the UK GDPR and Data Protection Act 2018.

2. How to make a complaint

You can make a data protection complaint by:

Email: admin@tavistocktherapy.com

Post:

Teresa Pipe
Tavistock Therapy Centre
3 Abbey Place, Tavistock PL19 9AP

You do not have to use a particular form or wording to make a complaint. If you contact us through another channel, for example by telephone or by speaking to a member of staff, we will accept and deal with your complaint appropriately.

Where possible, please provide:

- your name and contact details;
- details of your complaint;
- what you believe has gone wrong;
- any relevant dates or correspondence;
- details of the personal information concerned, where appropriate; and
- what you would like us to do to resolve the matter.

Please do not send unnecessary sensitive personal information when making a complaint.

3. Complaints made on behalf of another person

If you are making a complaint on behalf of someone else, we may need evidence that you have their authority to act on their behalf.

This may include written authorisation or other appropriate evidence of authority.

We will only request information that is reasonably necessary to establish your authority.

4. Identity verification

For some complaints, we may need to verify your identity before providing information or taking certain actions.

Where this is necessary, we will explain what information or evidence we require and why.

We will not request excessive information for identification purposes.

5. What happens when we receive your complaint

We will record your complaint and assess the issues you have raised.

We will:

1. acknowledge receipt of your complaint **within 30 days**;
2. identify the relevant information, systems, processes and people involved;
3. make appropriate enquiries and investigate the complaint;
4. consider whether our processing of your personal information complies with applicable data protection law and our own policies;
5. keep you informed about the progress of your complaint where appropriate; and
6. provide you with the outcome of our investigation without undue delay.

We may contact you if we need further information to properly investigate your complaint.

6. Keeping you informed

We aim to resolve complaints as quickly as reasonably possible.

If our investigation is likely to take longer than expected, we will provide an appropriate update explaining the position and, where possible, when you can expect a further response.

We will communicate with you in clear and plain language.

7. Outcome of your complaint

Once our investigation is complete, we will explain the outcome to you.

Where appropriate, our response may include:

- whether your complaint is upheld, partially upheld or not upheld;
- the reasons for our decision;
- any action we have taken or intend to take;
- any changes we will make to our processes or procedures; and
- any further steps available to you.

Where we identify that we have not complied with our data protection obligations, we will take appropriate steps to address the issue and reduce the likelihood of it happening again.

8. If you are not satisfied with our response

If you remain dissatisfied after receiving our response, you may raise your concerns with the **Information Commissioner's Office (ICO)**, the UK's independent supervisory authority for data protection.

The ICO generally expects individuals to raise their concerns with the organisation concerned before making a complaint to the ICO.

You can find information about making a complaint to the ICO on its website:

[ICO – How to make a data protection complaint](#)

The ICO's contact details are available on its website:

[Information Commissioner's Office](#)

You are entitled to complain to the ICO if you believe that your personal information has been handled in breach of data protection law.

9. Confidentiality and handling of complaints

Information provided as part of a complaint will be handled in accordance with our Privacy Notice and applicable data protection law.

We will only use information relating to your complaint where necessary to investigate, respond to and manage the complaint, meet our legal obligations, or otherwise process it in accordance with applicable law.

We will take appropriate measures to protect personal information contained in complaints and will only disclose it where there is a lawful basis to do so.

10. Learning from complaints

We use information from data protection complaints to help us identify weaknesses, improve our procedures and reduce the likelihood of similar issues occurring in the future.

Where appropriate, we may review complaint trends and take corrective or preventative action.

11. Contact

If you have any questions about this procedure or wish to make a data protection complaint, please contact:

Teresa Pipe

Tavistock Therapy Centre

Email: info@tavistocktherapy.com

Postal address: 3 Abbey Place, Tavistock PL19 9AP

This procedure should be read alongside our **Privacy Notice**, which explains how we collect, use, store and protect personal information.

Review date: 08/08/2026