

Data Protection Complaint Policy and Complaints Form

WY-FY Executive Coaching – With You; For You

Updated June 2026

1. Introduction

I take the protection of your personal data seriously. If you believe I have not handled your personal data correctly, or you are unhappy with how I have used it, you have the right to complain directly to me. This policy explains how to make a data protection complaint, what happens when you do, and the timescales you can expect from me.

2. Your Right to Complain

You can make a complaint to me if you believe there has been a problem with how I have collected, stored, used, shared or otherwise handled your personal data.

You do not need to prove that something has gone wrong. If you have a concern, I want to hear about it. Your complaint can be about any aspect of data protection, including (but not limited to):

- How I collected your personal data
- How I am using or sharing your data
- The accuracy of the data I hold about you
- How long I am keeping your data
- A response (or lack of response) to a data subject access request
- Any other concern about your data protection rights

You can also authorise someone else to make a complaint on your behalf. If you do, I may need to verify that the person has your authority before I can share details with them.

3. How to Make a Complaint

You can submit a complaint in any of the following ways:

Email	hello@wyfyexecutivecoaching.co.uk
Post	FAO Data Protection, 6 Philip Road, Waterlooville, Hants. PO7 7BU
Phone	07521136231 (available 9am – 5pm)

To help me look into your complaint as quickly as possible, please include:

- Your name and contact details
- A description of what has happened or what you are concerned about
- Any relevant dates, reference numbers or correspondence
- What outcome you are hoping for (if you have one in mind)

4. What Happens Next

A Acknowledgement

I will acknowledge your complaint within 30 days of receiving it. My acknowledgement will include a reference number and I (Elizabeth Martin) will be looking into your complaint.

B Investigation

I will then look into your complaint and I will keep you updated on my progress. If I need more time or additional information from you, I will let you know.

C Outcome

Once I've completed my investigation, I'll write to you with my findings. I'll explain clearly:

- What I found
- Whether I have upheld your complaint (in full or in part)
- What action I have taken or plan to take as a result
- Your options if you remain unhappy

I aim to resolve complaints as quickly as possible and will respond without undue delay, taking into account the complexity of the complaint.

5. Verifying Your Identity

To protect your personal data, I may need to verify your identity before sharing details about my investigation. I'll only ask for information that's reasonable and proportionate.

If someone else is making a complaint on your behalf, I'll need to confirm that they have your authority to do so before I can discuss the details with them.

6. If You Are Not Satisfied

A Ask me to review my decision

If you feel I haven't fully addressed your concerns, please let me know. If after I've responded again, you're still not satisfied, you have the right to complain to the ICO.

B Complain to the ICO and/or The Association for Coaching

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator. The ICO generally expects you to raise concerns with the service provider (me) first so that I have the opportunity to put things right.

ICO website	ico.org.uk
ICO helpline	0303 123 1113
ICO address	Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

7. How I Use Your Complaint Data

When you make a complaint, I'll collect and process relevant personal data about you in order to investigate and respond. I process this data on the basis of my legal obligation under section 164A of the Data Protection Act 201 and/or my legitimate interests in handling complaints.

I'll only collect information necessary to deal with your complaint and I'll keep complaint records for a reasonable period after resolution to demonstrate my compliance and to identify improvements to my processes. Full details of how I handle personal data are set out in our privacy notice.

8. Unreasonable or Abusive Complaints

I'm committed to treating all complainants fairly and with respect, and I ask the same in return. If a complaint is made in a way that is abusive, threatening, or vexatious, I reserve the right to limit my engagement while still complying with my legal obligations under data protection law. I'll always explain my reasons if I take this step.

9. Review of This Policy

This policy was last reviewed in June 2026. I'll review it regularly and update it when there are changes to the law or to my business practices.

Document Control

Version	Date	Changes
1.0	June 2026	First version, reflecting DUAA requirements

Data protection complaint form

How to make a data protection complaint

You don't have to use this form, but doing so might make it quicker and easier for me to deal with your complaint.

Please submit this form via email to hello@wyfyexecutivecoaching.co.uk or by sending it in the post to: Data Protection Complaint, WY-FY Executive Coaching, 6 Philip Road, Waterlooville, Hants, PO7 7BU.

You can also complain to the Information Commissioner's Office (ICO). If you complain to the ICO before raising your complaint with us, the ICO may ask you whether you have raised your complaint with us first. The ICO can be contacted at www.ico.org.uk or on 0303 123 1113.

Checking your identity

If necessary, I may ask you (and/or the person making the complaint on your behalf) to verify you /their identity. The requested information will need to be provided before the complaint can be addressed.

Timescales for replying

- Acknowledge receipt of your complaint within 30 days
- Investigate your complaint without undue delay and keep you updated on progress
- Inform you of the outcome as soon as possible. If the investigation is complex, I'll provide updated timeframes.
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If you're not satisfied with my reply to your complaint, you may contact the ICO directly.

1. Contact information

Please complete the form below with your details so that we can investigate your complaint and communicate with you. Where not relevant, please insert N/A.

First name and last name:	
Customer reference number/date of contract signed	
Telephone number:	
Email address:	
Any other information that may help us identify you (for example, your relationship to our organisation):	

2. Verifying identity

I need to check your identity before I can respond to your complaint. Please email me a scanned image of one of the following:

- ☐ Passport or photo identification such as a driving licence.
- ☐ Birth or adoption certificate.

Please provide a scanned image of your marriage certificate or deed poll if you have changed your name.

3. Complaints made on your behalf

If someone else is making a complaint on your behalf, please complete the fields below. The person making the complaint on your behalf can complete this section or indeed the whole form if easier.

First and last name:	
Contact address:	
Telephone number:	
Email address:	
Relationship (for example, solicitor, adviser, parent or carer):	
Have you authorised the person named above to act on your behalf in relation to the data protection complaint? If yes, please provide details	
Does the person complaining on your behalf have legal authority to do so (such as power of attorney, parental proof, guardianship or complainant's written consent)? If so please provide details	
Should we only contact the person complaining on your behalf or should we also contact you?	

I require proof of legal authority the person raising the complaint to act on your behalf. Please tick the relevant proof:

- ☐ A written consent signed by you.
- ☐ A certified copy of a power of attorney.
- ☐ Evidence of parental responsibility.

I need to verify authority before I can discuss the complaint with the person raising the complaint for you.

4. Description of your complaint

Please complete the following in as much detail and with as much accuracy as you can so that I can investigate the complaint properly.

Date of incident / date of discovery of incident:	
Is the issue continuing?	☐ Yes ☐ No ☐ Not sure

Tell me what your complaint is about including the personal data involved (eg name, email, financial information), what the specific complaint is and how you have been impacted.

5. Does your complaint involve special category data or other sensitive data?

Please tick all that apply.

- ☐ Health related information.
- ☐ Racial or ethnic origin.
- ☐ Religious or philosophical beliefs.
- ☐ Political opinions.
- ☐ Trade union membership.
- ☐ Genetic or biometric data.
- ☐ Sexual orientation or sex life.
- ☐ Criminal convictions or offences.
- ☐ Financial data.
- ☐ Other sensitive information.

6. Does your complaint also relate to matters that are not data protection issues, for example, a customer service dispute or billing dispute?

- ☐ Yes.
- ☐ No.
- ☐ Not sure.

If yes, please describe the complaint that isn't related to data protection issues

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7. Have you previously contacted me about this issue?

- ☐ Yes.
☐ No.
☐ Not sure.

If Yes, please provide the following details.

Date(s) of contact:	
Method of contact (eg email, telephone, post, online form, in person or other. If other, please provide specific details):	
Summary of response received (if any):	
Please provide any reference numbers from previous correspondence with us:	

8. Supporting documents

You may provide copies of documents that support your complaint. Do not send original documents and only provide information relevant to your complaint.

9. Are you providing any supporting documents with this form?

- ☐ Yes.
☐ No.

If Yes, please describe the documents in the following table.

Documents

10. Outcome sought

What outcome do you want from this complaint?

Is there anything else you would like me to know?

11. Signature and acknowledgement

I confirm that the information provided on this form is correct.

.....
Name

.....
Signature

.....
Date

12. Authorised person signature

I confirm that I am authorised to act on behalf of the complainant.

.....
Name

.....
Signature

.....
Date
