



GDPR Toolkit

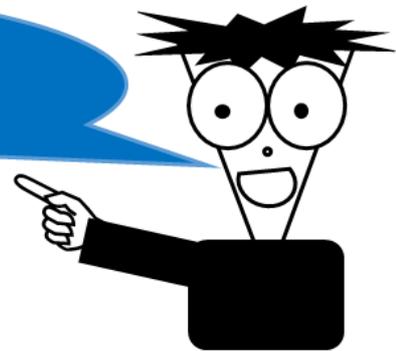
COMPLAINTS PROCEDURE

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INTRODUCTION

Please read the READ ME User Guide first to make sure you know and understand the need to add, amend, or delete in order to reflect your people, processes and technologies as well as the data you hold and the jurisdiction(s) you operate in.

Please browse through this READ ME guide to make sure you understand before starting to use the toolkit



The READ ME User Guide will you help navigate around the GDPR-Toolkit and identify what you need to do for your organisation.

DISCLAIMER

GDPR can be complicated and there are different laws in UK, EU, Jersey and Guernsey. Simply having Templates, Documents, Samples and Guidance does not make you compliant.

The reason for this disclaimer is that I cannot warrant or guarantee materials for every system or circumstance or jurisdiction and the client/user/recipient is obliged to review, test and where necessary customise or take advice to generally assert that they are satisfied before using this “live”.

If DIY isn't for you, that's OK. I'm rubbish at electrical work, plumbing or carpentry. Call an expert. There are many out there and data protection is too important for you, your organisation and the people who trust you with their data for you to get it wrong.

SUPPORT

For those organisations without the resources, skills or experience I can help with training or provide support to customise the documents to meet your particular needs. TimHJRogers@AdaptConsultingCompany.com

GDPRToolkit

TITLE	Sample GDPR Complaints procedure.docx	DATE	10/04/18
LOCATION	V:\Data2018\product_GDPRToolkit\Sample GDPR Complaints procedure.docx	VERSION	Ver 1
AUTHOR	[Author]	Pages	3 of 5
APPROVER	[Approver]		

1. INTRODUCTION

The purpose of this document is to explain subject access requests, outline a process and propose simple templates for review and approval by [Organisation name].

The work is based on guidance from the UK ICO and existing subject access request process from [Organisation name] (now updated for GDPR) and related to Data Protection (Jersey) Law 2018

<https://www.jerseylaw.je/laws/enacted/Pages/L-03-2018.aspx>

<https://www.jerseylaw.je/laws/enacted/Pages/L-04-2018.aspx>

2. COMPLAINTS POLICY

It is a requirement of GDPR that the data-subject's rights (including the right to complain must be notified to the data-subject in their contract or relevant Privacy Notice.

If an individual is unhappy with the process of providing the information, or feels that the information is incomplete, [Organisation name] will initially attempt a local resolution.

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3. COMPLAINTS PROCEDURE

The [Data Protection Role] will in the first instance deal with any complaints, and will subsequently liaise with the relevant department manager

Complaints Process

1. we aim to resolve your complaint as soon as we can. However, if we need time to investigate your complaint, we'll send you a letter acknowledging receipt of your complaint within three working days of you raising your concerns
2. we'll investigate your complaint within five working days of receiving it. This will normally involve passing your complaint to the head of the team about which you have complained (or to that person's line manager if your complaint is about the team head)
3. the team head will either speak to you by telephone or invite you to a meeting to discuss, and hopefully resolve, your complaint
4. within three days of the telephone call or meeting, the team head will write to you to confirm what was discussed and any outcomes which have been agreed with you
5. if it's not possible to deal with the matter by telephone or a meeting, the team head will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within ten working days of sending you the acknowledgement letter
6. if you're still not happy with the outcome of your complaint let us know. Depending on the nature of the matter, we may at this stage refer your complaint to another senior member of staff to review the decision
7. we'll write to you within ten working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons
8. if you're still unhappy, let us know and we'll advise you of the further steps that you can take

If we have to change any of the timescales above in your particular case, for whatever reason, we will let you know and explain why.

If the complaint cannot be resolved satisfactorily, then the [Organisation name] will recommend that the Data Subject contacts the Information Commission Office directly.

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4. DOCUMENT CONTROL

[document owner] is the owner of this document and is responsible for ensuring that this procedure or process is reviewed in line with the review requirements.

Consultation Phase: A document which is circulated for comment to key stakeholders to ensure support for scope, format, and content.

Draft Phase: Ostensibly the last draft, capturing all the points from the previous consultation phase and circulated for comment before being finalised.

Final Phase: A document which is FINAL. This is the baseline document which may subsequently amend over time.

VERSION	DESCRIPTION OF CHANGE	AUTHOR	APPROVAL	DATE OF ISSUE
Consultation	Initial Issue for consultation.	[Author]	[Approver]	March 2018