Luccombe Hub	
This document forms part of the policy handbook and is intended for use at Luccombe Hub	
Title:	**UK GDPR & Data Protection Policy Complaints Policy**
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Applies:	Immediately
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Data Protection Complaints Policy

Contents

1. Purpose 1
2. Responsibilities 1
3. What is a Data Protection Complaint? 2
4. How to Make a Complaint 2
5. How We Handle Complaints 2
6. Complaints Made by Others 2
7. Children 2
8. Complaints About Service Providers 3
9. Staff Training 3
10. Records 3
11. Complaints to the ICO 3

1. Purpose

We are committed to protecting personal information and handling any data protection complaints fairly, confidentially, and without unnecessary delay.

2. Responsibilities

- Our Data Protection Officer (DPO), or the person responsible for data protection, manages all data protection complaints.
- All staff must recognise potential data protection complaints and report them to the DPO (or responsible person) as soon as possible.

3. What is a Data Protection Complaint?

A data protection complaint may relate to:

- How we have used or collected your personal information.
- How we store, protect, or retain your information.
- How we responded to a Subject Access Request (SAR) or another data rights request.
- A personal data breach affecting your information.

Complaints that are not related to data protection will be handled under our general complaints procedure.

4. How to Make a Complaint

You can contact us by:

- Email: office@luccombehub.com
- Telephone: 01258 440530
- Post: The Luccombe Hub, Luccombe Business Park, Milton Abbas, Blandford Forum, Dorset DT11 0BD
- Online: www.luccombehub.com

If you need any reasonable adjustments to make a complaint, please let us know.

5. How We Handle Complaints

When we receive your complaint, we will:

- Acknowledge it as soon as possible.
- Verify your identity if necessary.
- Investigate the complaint fairly and keep you informed of progress.
- Inform you of the outcome and any action taken.

Where appropriate, we may ask for further information to help investigate your complaint.

6. Complaints Made by Others

If someone makes a complaint on your behalf, we may ask for evidence that they have your permission to act for you.

7. Children

We will communicate with children in clear, age-appropriate language and ensure their rights are respected.

8. Complaints About Service Providers

If your complaint relates to one of our service providers, we will work with them to investigate and resolve the issue.

9. Staff Training

All staff receive training on recognising and reporting data protection complaints.

10. Records

We keep records of:

- The complaint.
- Our investigation.
- The outcome.
- Any actions taken.

Records are kept only for as long as necessary in line with our retention policy.

11. Complaints to the ICO

If you are unhappy with how we have handled your complaint, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk