

Data Protection Complaints Policy & Procedure

In order to comply with our obligations under the UK GDPR and DUAA, and in order to deliver a high level of service to our families, this procedure explains how [Kidz Enterprise](#) receives, investigates, responds to and records complaints relating to the processing of personal data in compliance with the UK GDPR, Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA).

This procedure applies to any complaint from an individual who believes that the organisation has not complied with data protection law in relation to their personal data.

Examples include complaints about:

- The use or disclosure of personal data.
- The handling of a Subject Access Request (SAR).
- Data retention practices.
- Marketing communications.
- Data accuracy.
- Security incidents or data breaches.
- Failure to uphold an individual's data protection rights.

How Complaints May Be Received

Individuals may submit a data protection complaint through any reasonable channel, including:

- Email
- Website contact form
- Post
- Telephone
- In person
- Via an authorised representative

Staff recognise that a complaint does not need to mention "GDPR", "DUAA" or "data protection law" to qualify as a data protection complaint.

Roles and Responsibilities

All staff members who receive a data protection complaint must:

1. Record the complaint immediately.
2. Forward it to the Data Protection Lead within one working day.
3. Preserve any relevant records.

Data Protection Lead

The Data Protection Lead is responsible for:

- Logging complaints.
- Acknowledging complaints.
- Conducting or overseeing investigations.
- Coordinating responses.
- Maintaining complaint records.
- Identifying lessons learned and corrective actions.

Complaint Handling Procedure

Stage 1: Receipt and Logging

Upon receipt of a complaint:

- Record the date received.
- Allocate a complaint reference number.
- Log the complaint in the Data Protection Complaints Register.

Stage 2: Acknowledgement

The organisation will acknowledge receipt of the complaint within 30 calendar days of receiving it. The 30 days start the day after we receive the complaint. It doesn't matter if this day falls on a weekend or a public holiday. The 30 days still start on this day. If the last day to acknowledge the complaint falls on a weekend or public holiday, we have until the next working day to provide an acknowledgement. We can acknowledge sooner, before the 30 days expire.

The acknowledgement will:

- Confirm receipt.
- Provide a complaint reference number.
- Explain the investigation process.
- Provide contact details for further enquiries.

The 30 day period applies to acknowledging the complaint. There is no fixed legal deadline for our substantive response: once we have acknowledged the complaint, we will investigate and provide our outcome without undue delay. We are not required to commit to a specific date for our final response.

We will:

- Check the content of the complaint relates to the correct company and is potentially a relevant issue.
- Verify the complainant's identity. If we have any doubts about the complainant's identity, we may need to ask them for proof of ID before we respond. We will make sure we ask for it at the earliest opportunity. If we have sufficient information to be satisfied about the requester's identity, we will not request more information.
- Ensure that we have enough information to fully investigate and respond.
- Not make assumptions about what we think the issue is about.
- Ask for more information if needed.

Stage 3: Investigation

The organisation will begin investigating the complaint without undue delay.

The investigation may include:

- Reviewing relevant records and systems.
- Interviewing relevant staff.
- Consulting processors or third parties where necessary.
- Reviewing policies and procedures.
- Assessing compliance with applicable legislation.

The extent of the investigation will be proportionate to the nature, complexity and potential impact of the complaint.

Stage 4: Progress Updates

Where the investigation cannot be concluded promptly, the complainant will be kept informed of progress without undue delay. We will provide updates at regular intervals until the matter is resolved, normally at least every 30 days, and we will send an update even if there is little to report.

Stage 5: Outcome

Once the investigation is complete, we will provide a written outcome without undue delay.

The response will include:

- A summary of the complaint.
- The findings of the investigation.
- Any corrective action taken or proposed.
- Any explanation where the complaint is not upheld.
- Information about the individual's right to complain to the Information Commissioner's Office (ICO).

Right to Escalate

If the complainant remains dissatisfied, they may complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

The organisation will provide ICO contact details in all final complaint responses.

Record Keeping

The Data Protection Complaints Register must record:

- Complaint reference number.
- Date received.
- Date acknowledged.
- Nature of complaint.
- Investigation actions undertaken.
- Outcome.
- Date closed.
- Any lessons learned or corrective actions.

Complaint records will be retained for six years from closure unless a longer retention period is required by law.

This procedure will be reviewed annually or sooner if legislation, ICO guidance or organisational practices change.

This policy was adopted by: Kidz Enterprise LTD	Date: 1st September 2026
To be reviewed: September 2027	Signed: D. Beesley