

Data Protection Complaints Procedure



THE LISTENING
LANE

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Practice: The Listening Lane

Data Controller: Natasha Williamson

Purpose

This procedure explains how complaints about the handling of personal information will be received, investigated, and resolved.

How to Make a Complaint

Clients may make a complaint about the way their personal information has been collected, stored, used, shared, or protected.

Complaints can be submitted:

- By email: thelisteninglane@gmail.com
- By discussing the matter directly with me during a session

The complaint should include:

- The client's name
- Contact details
- A description of the concern
- Any relevant dates or documents

Acknowledgement

I will acknowledge receipt of the complaint within **5 working days** where possible.

The acknowledgement will:

- Confirm that the complaint has been received.
- Explain the investigation process.
- Provide an estimated timescale for a response.

Investigation

I will:

1. Review the details of the complaint.
2. Examine any relevant client records, correspondence, policies, or procedures.
3. Identify whether there has been a breach of data protection requirements or internal procedures.
4. Consider any actions needed to address the issue and prevent recurrence.

Where necessary, I may seek professional advice from:

- My professional body
- My insurer
- Legal or data protection advisers

Any information gathered during the investigation will be handled confidentially.

Outcome

I aim to provide a written response within **30 calendar days** of receiving the complaint.

The response will include:

- A summary of the complaint.
- The findings of the investigation.
- Any corrective action taken or proposed.
- Information about further options if the client remains dissatisfied.

Record Keeping

A record of the complaint will be kept, including:

- Date received
- Nature of complaint
- Investigation undertaken
- Outcome
- Actions taken

Complaint records will be retained securely in accordance with my retention policy.

Escalation

If a client remains dissatisfied after receiving my response, they may contact the UK's data protection regulator:

Information Commissioner's Office (ICO)

The ICO can provide guidance and consider concerns about the handling of personal information.

Review

This procedure will be reviewed annually or sooner if legal or regulatory requirements change.