

Complaints Procedure

Reference: GDPR DOC 2.9

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1. Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Organisation Name's handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

2. Responsibilities

2.1 All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer / GDPR Owner.

2.2 Data Protection Officer / GDPR Owner is responsible for dealing with all complaints in line with this procedure.

3. Procedure

3.1 Organisation Name has the contact details of its Data Protection Officer / GDPR Owner published on its website

"enter the URL and state in which section of the website it can be found, e.g. the Contact us section."

3.2 Organisation Name has clear guidelines on this page

"enter URL"

and a

"contact us form, which is sent directly to the Data Protection Officer / GDPR Owner's mailbox"

that enables the data subject to lodge a complaint.

3.3 Organisation Name clearly provides data subject(s) with the [Privacy Notice](#) by

publishing it on its website

"enter the URL and state in which section of the website it can be found, e.g. the Contact us section."

3.4 Data subjects are able to complain to Organisation Name about:

3.4.1 how their personal data has been processed

3.4.2 how their request for access to data has been handled

3.4.3 how their complaint has been handled

3.4.4 appeal against any decision made following a complaint.

3.5 Data subject(s) lodging a complaint with the Organisation Name's Data Protection Officer / GDPR Owner are able to do so by

"contact form published [at this location] on the company website, and/or via email direct to the Data Protection Officer / GDPR Owner as published [at this location] on the company website"

3.5.1 Complaints received via the
"contact form"

are directed to the Data Protection Officer / GDPR Owner for resolution.

3.5.2 Complaints are to be resolved within
"timeframe"

3.5.3 Appeals on the handling of complaints are to be resolved within
"timeframe"

3.6 If Organisation Name fails to act on a data subject's access request within
"the appropriate timeframe"

or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. Organisation Name will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, Organisation Name provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

Document Owner and Approval

The Data Protection Officer / GDPR Owner is the owner of this document and is responsible for keeping it up to date.

The current version of this document is available to

"Specify which members of staff this document is intended for"

and is published

"Describe the location(s) – electronic and physical – where this document is available"

Its approval status can be viewed in [Master List of Document Approval](#).

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