

Data Processing Complaints Policy

1. Purpose

This policy explains how Bethshan Care Home handles complaints about the way we use your personal data. It applies to anyone whose personal data we process.

2. When You Can Complain

You can complain to us if you believe we have breached our obligations under the applicable data protection legislation in respect of how we have handled or processed your personal data. This includes, but is not limited to, situations where you think we have:

- Processed your data without a valid reason
- Shared your data with others without authority
- Kept your data for longer than necessary
- Failed to keep your data accurate
- Not responded properly to a request to exercise your data rights
- Failed to keep your data secure; or
- Used automated decision-making in a way that has significantly affected you without proper safeguards

3. How to Complain

Please contact our Data Protection Officer (DPO) using any of the methods below:

Method	Details
Email	
Post	
Telephone	

When submitting your complaint, please include:

- Your name and contact details
- A description of your complaint and
- Any relevant dates or reference numbers

4. What Happens Next?

Stage	Timeframe
We acknowledge your complaint	Within 14 days
We investigate and respond in full	Without undue delay and in any case within 30 days.
If the matter is complex, unclear and/or multiple complaints have been raised, we may ask you to clarify the scope of your complaint and (where necessary) extend the timeframe for the investigation and provision of a full response.	By up to a further 30 days.

We will keep you informed throughout the process and treat your complaint in strict confidence.

5. If You Are Not Satisfied

If you are unhappy with our response, or we have not replied within the applicable timeframe, you can escalate your complaint to the **Information Commissioner's Office (ICO)**:

- **Website:** www.ico.org.uk
- **Telephone:** 0303 123 1113
- **Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

You may also contact the ICO directly at any time without going through our internal process first.

6. Record Keeping and Review

We will keep a record of all complaints and use them to improve our data protection practices. Complaint records will be retained for **six (6) years** after resolution. This policy will be reviewed **annually** and updated whenever there are changes to the law or any guidance issued by a supervisory authority such as the ICO.