

Thank you



This service is currently under review, please would take ten minutes to [complete this short survey about your experience](#) using our online form?

Thank you for submitting your complaint. You'll get an automated response soon confirming we've received it.

We understand issues related to your personal information can cause distress and difficulty and will action your complaint as soon as possible. We understand your data protection concern might only be one part of a much bigger problem or experience, we have put together a list of other organisations who might also be able to support you at this time.



[Additional support directory](#)

For the public

What's next

Timescales

We're supporting a high number of people with their complaints at the moment and it is taking around **14 weeks** to deal with new complaints. We apologise for this delay but we want to reassure you we take your complaint very seriously.

Complaints process

One of our case officers will look into your complaint.

The case officer will:

- weigh up the facts of what's happened, fairly and impartially;
- ask you and the organisation for further information, if they think they need it; and
- tell you the outcome.

If there's been a breach of the law, we will usually provide advice so the organisation can put things right and improve their data protection practices.

If the organisation has done the right thing but not explained their decision or actions to you clearly, we might tell them to communicate with you again.

You can [find more information about the complaints process](#), potential outcomes and what to do if you are unhappy with how we handle your complaint.

Communication

We will contact you about your complaint via email or phone. Please [contact us](#) to let us know if you need us to communicate with you in a specific or alternative way. We will do whatever we can to support your needs.