



# Data Protection Complaints Procedure

<b>Data Protection Complaints Procedure</b>	
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# Data Protection Complaints Procedure

*For members, staff, stakeholders, and other service users.*

## 1. Your Right to Complain

We are committed to protecting your personal data and respecting your privacy. If you believe we have mishandled your personal information or not met our data protection obligations, you have the right to raise a complaint. We take all concerns seriously and will work to resolve them promptly and fairly.

## 2. How to Make a Complaint

You can raise a data protection complaint by contacting us in any of the following ways:

- **Email:** info@myself-management.org
- **Post:** FAO Data Protection Team, MySelf-Management SCIO, Thorfin House, Bridgend Business Park, Dingwall. IV15 9SL

Please include:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or supporting information

If you need help making your complaint, we are happy to assist.

## 3. What Happens Next

Once we receive your complaint:

- We will acknowledge it within **5 working days**
- We will investigate the issue thoroughly and fairly. If your complaint relates to a member of the Data Protection Team, arrangements will be put in place to ensure the process is robust and impartial.
- We may contact you for further information if needed
- We aim to provide a full response within **20 working days**

If the matter is complex and requires more time, we will keep you updated on progress.

## 4. Communicating the Outcome

We will respond to your complaint in writing (by email or post, depending on your preference). Our response will explain:

- What we found during our investigation
- Any actions we have taken or plan to take
- Your options if you are not satisfied with our response

## 5. If You Are Still Not Satisfied

If you remain unhappy with how we have handled your complaint, you have the right to complain to the **Information Commissioner's Office (ICO)**. You can contact the ICO at:

**Website:** <https://ico.org.uk> **Phone:** 0303 123 1113