

Millennium Point Group Data Protection Complaints Policy v1

This policy explains how we will receive, investigate and resolve any complaints that we may receive regarding our handling of personal information and compliance with data privacy law.

1. When this policy applies

- This policy applies if you contact us to express dissatisfaction regarding the way in which we have handled your personal information. For example, you may:
 - Believe that you have been affected by a personal data breach.
 - Be unhappy about how we are using your personal information, for example where we store it, how long we have kept it for, or the accuracy of that personal information.
 - Feel that we have not properly complied with a request that you have made in relation to your personal information, such as a data subject access request (DSAR).
- As part of your complaint, you may ask us to do or stop doing something with your personal information (for example, to delete it, correct it, or stop using it in a particular way). In this case, the UK GDPR imposes specific rules as to how we must deal with this request and we will follow those rules in deciding whether or not to accept your request.
- Where you report a potential personal data breach, we may have obligations to investigate and respond to the personal data breach and to report that personal data breach to the Information Commissioner's Office or provide you with certain information about the personal data breach. This process will run separately to our complaints policy.

2. Who can make a complaint

- If we handle your personal information in any way, you are entitled to make a complaint to us under this policy, regardless of the nature of your relationship with us.
- If you have any special requirements in relation to how we deal with your complaint, for example due to a disability, please let us know, and we will do our best to help you.
- If we receive a complaint made by or on behalf of a child, we will ensure that we take this into account at all stages of our complaints procedure, including that any communications are appropriately drafted in plain, clear language which is likely to be accessible to the complainant.
- If you do have a pre-existing relationship with us, your complaint might also have implications for other aspects of your relationship with us (for example, if you are an employee it may constitute a grievance under our grievance procedure). Where this is the case, we may split up the various aspects of your complaint to deal with under separate policies and procedures, but we will ensure that there is appropriate coordination between the separate parts of your complaint.

3. How to make a complaint

- You can make your complaint through any of the following methods:
 - Email: gdprcompliancemanager@millenniumpoint.org.uk
 - Post: GDPR Compliance Manager, Millennium Point, Level 4, Millennium Point, Curzon Street, Birmingham, B4 7AP

- To enable us to investigate your response as quickly as possible, please provide us with enough information to enable us to identify you and to understand your complaint, such as photographic proof of your ID, details of your relationship with us, any relevant reference numbers, any background that would be helpful to us, and details of your specific concerns.
- If you are making a complaint on behalf of another person, please provide evidence that you are authorised to do so.

4. **How we will deal with your complaint**

- We will start making enquiries into your complaint as soon as possible after we receive it.
- We will:
 - Collect as much information as we need to understand the relevant facts thoroughly, fairly and accurately.
 - Speak to any relevant members of staff.
 - Check the information you have provided against the information we hold.
 - Check we've upheld our terms, policies and standards and complied with applicable data privacy law.

5. **Timescales**

- We will acknowledge your complaint as soon as possible following receipt, and in any event within 30 days.
- The timescale for us completing our investigations will depend on the nature and complexity of your complaint, but we will complete the investigations as soon as possible. If the investigation is likely to take some time, we will keep you regularly updated on progress.

6. **Outcome**

- Once we have completed our investigation, we will contact you using the contact details that you have provided to us to let you know the outcome of our investigation and the reason(s) for that outcome.
- If your complaint is upheld (in whole or in part), we will consider what actions we need to take (if any) to resolve the issue, and we will provide you with details of these actions in our outcome letter. We will implement any such actions as soon as possible following resolution of your complaint.

7. **Record keeping**

- In accordance with guidance published by the Information Commissioner's Office, we retain a written record of all complaints received (and action taken as a result). We may use these records to help us review trends and identify areas for potential improvement.

8. **What to do if you remain dissatisfied**

- If you remain dissatisfied following the conclusion of our complaints process, you can complain to the Information Commissioner's Office online at <https://ico.org.uk/make-a-complaint/data-protection-complaints/> or by calling 0303 123 1113.

1. Policy Control

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1	Data Protection Complaints Policy	Tom Hughes – Gateleys Abbie Vlahakis – CEO	28.08.2026

2. Amendments

Issue:	Policy Ref. No.:	Date:	Reason for Change:	Authorised by: