

# COMPLAINTS PROCEDURE – Data Protection

<b>Date Created</b>	01/12/2017
<b>Status</b>	Final
<b>Version</b>	6.0
<b>Review Date</b>	31/12/23
<b>Next review</b>	Changes in Legislation/processes or 31/12/23
<b>Owner</b>	Data Protection Officer
<b>Approved By</b>	Chief Executive



## 1. SCOPE

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

## 2. RESPONSIBILITIES

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. Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

## 3. PROCEDURE

Brain and Behaviour Academy Ltd has the contact details of its Data Protection Officer published on its website <https://www.brainandbehaviouracademy.co.uk/>, clearly under the 'Contact us' section.

Brain and Behaviour Academy Ltd has clear guidelines on its website and contact us form, which is sent directly to the Data Protection Officer mailbox, that enable the data subject to lodge a complaint.

Brain and Behaviour Academy Ltd clearly provides data subject(s) with the privacy notice by publishing it on its website <https://www.brainandbehaviouracademy.co.uk/pages/about-us>

Data subjects are able to complain to Brain and Behaviour Academy Ltd about:

- how their personal data has been processed
- how their request for access to data has been handled
- how their complaint has been handled
- appeal against any decision made following a complaint.

Data subject(s) lodging a complaint with the Brain and Behaviour Academy Ltd Data Protection Officer are able to do so by contact form published on the company website, and/or via email direct to the Data Protection Officer as published on the company website. Complaints received via the contact form are directed to the Data Protection Officer for resolution.

Complaints are to be resolved within timeframe. Appeals on the handling of complaints are to be resolved within timeframe.

If Brain and Behaviour Academy Ltd 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. Brain and Behaviour Academy Ltd will also inform the data subject(s) of their right to complain directly to the supervisory authority.

In doing so, Brain and Behaviour Academy Ltd provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

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