


Document	QP22 Data Protection Complaints Handling Procedure	 EAGLE EYE INNOVATIONS
Revision	1	
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Author	L. Firth	

Data Protection Complaints Handling Procedure

1. Purpose

This procedure sets out how Eagle Eye Innovations Ltd, its group and associated companies (**EEl/we/us/our**) receives, investigates, and resolves data protection complaints in line with the ICO's guidance and the requirements of the Data (Use and Access) Act. It ensures that individuals can raise concerns easily and that we respond lawfully, transparently, and promptly. ¹

2. Scope

This procedure applies to:

- All employees, contractors, and temporary staff.
- All complaints relating to the handling of personal data, including concerns about:
 - Data accuracy
 - Data access
 - Data sharing
 - Data security
 - Data retention
 - Any other rights under data protection law

3. Definitions

- **Data Protection Complaint**
Any expression of dissatisfaction relating to how we process personal data, whether formal or informal. ¹
- **Complainant**
The individual raising the concern, or their authorised representative.

4. Principles


In line with ICO expectations, EEl must:

- Provide a clear way for people to make data protection complaints.
- Acknowledge complaints within **30 days** of receipt.
- Investigate and respond **without undue delay**, keeping the complainant informed.
- Communicate the **outcome** promptly once the investigation is complete. ¹

5. How Individuals Can Make a Complaint

We accept complaints via:

- Email

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- Webform (if applicable)
- Letter

All staff must recognise and escalate any expression of dissatisfaction relating to personal data.

6. Responsibilities

Role	Responsibilities
Data Protection Officer (DPO)	Oversees the complaints process, ensures compliance, conducts or supervises investigations.
Legal and Compliance Team	Logs complaints, coordinates responses, maintains records.
All Staff	Identify and forward complaints immediately to the DPO.

7. Procedure

Step 1 — Receipt and Logging

1. Record the complaint in the **Data Protection Complaints Register**.
2. Capture:
 - Complainant's details
 - Date received
 - Summary of the issue
 - Relevant systems, departments, or data involved
2. Assign a reference number.

Step 2 — Acknowledgement (within 30 days)


Send an acknowledgement that includes:

- Confirmation that we have received the complaint
 - The reference number
 - A brief outline of the next steps
 - Expected timescales
- This meets the ICO requirement to acknowledge within 30 days. ¹

Step 3 — Initial Assessment

The DPO will:

- Review the complaint to understand the issues raised
- Identify which data protection principles or rights may be involved
- Determine whether immediate action is required (e.g., security concerns)
- Decide who needs to be consulted

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Step 4 — Investigation

The investigation should be proportionate and may include:

- Reviewing relevant records, systems, or correspondence
- Speaking with staff involved

- Checking policies and procedures
- Assessing whether a data breach has occurred
- Determining whether the organisation complied with data protection law

We must take **appropriate steps without undue delay.** ¹

Step 5 — Keeping the Complainant Informed

EEL will:

- Provide updates at reasonable intervals
- Inform the complainant if the investigation is delayed and explain why
- Maintain a clear communication trail

Step 6 — Outcome and Response

Once the investigation is complete, the Legal and Compliance Team will write to the complainant to explain:

- The findings
- Any corrective actions taken
- Any changes to processes or training
- Their right to escalate the matter to the ICO if they remain dissatisfied


We must communicate the outcome without undue delay. ¹

Step 7 — Closing the Complaint

The DPO will:

- Ensure all actions are completed
- Update the Complaints Register

- Store all documentation securely
- Identify any lessons learned or policy improvements

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8. Escalation to the ICO

If the complainant is unhappy with our final response, they may raise their concern with the Information Commissioner's Office. We will provide the ICO's contact details in the outcome letter.

9. Record Keeping

We will retain:

- Complaint details
- Investigation notes
- Correspondence
- Outcome letters
- Any remedial actions taken

Records will be kept in accordance with our retention schedule and data protection obligations.

10. Continuous Improvement

We will regularly review:

- Complaint trends
- Root causes
- Policy or training gaps
- Opportunities to improve our data protection practices

11. Publication and Accessibility

The procedure will be publicly available and referenced in privacy notices.

12. Staff Training and Compliance

Staff will be trained on their obligations and the complaints process.

13. Review of This Procedure

Reviewed annually or following changes in law or ICO guidance.

References (1)

1How to deal with data protection complaints | ICO. <https://ico.org.uk/for-organisations/how-to-deal-with-data-protection-complaints/>