

Data Protection Complaints Policy

Document Title: Data Protection Complaints Policy

Organisation: Absolute Secretarial – The Admin Collective

Policy Owner: Data Protection Lead

Version: 1.0

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Review Date: July 2027

1. Purpose

Absolute Secretarial – The Admin Collective is committed to protecting the personal information of our clients, employees, suppliers, and other individuals whose personal data we process.

This policy explains how individuals can raise concerns or complaints regarding the way their personal information has been handled and outlines our commitment to investigating all complaints fairly, promptly and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Scope

This policy applies to:

- Clients
 - Prospective clients
 - Employees
 - Contractors
 - Suppliers
 - Members of the public
 - Any individual whose personal data is processed by Absolute Secretarial – The Admin Collective.
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3. What Can You Complain About?

You can make a complaint if you believe we have not managed your personal information appropriately.

Examples include:

- Personal information has been disclosed without your consent.
- You have not received a response to a Subject Access Request.

- Information held about you is inaccurate.
 - Your information has been used for purposes you did not expect.
 - Your personal data has been retained for longer than necessary.
 - You believe your information has not been kept secure.
 - You believe your rights under UK GDPR have not been respected.
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4. How to Make a Complaint

Complaints may be submitted by:

Email

info@absec.co.uk

In Writing

Absolute Secretarial – The Admin Collective
International House
22-28 Wood Street
Doncaster
DN1 3LW

Please include:

- Your full name
 - Contact details
 - A description of your complaint
 - Dates (where known)
 - Copies of any supporting documentation
 - The outcome you are seeking.
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5. What Happens Next?

Once your complaint has been received, we will:

- Acknowledge receipt within **five working days**.
- Investigate the complaint impartially.
- Contact you if further information is required.
- Keep you updated if the investigation takes longer than expected.
- Aim to provide a full written response within **30 calendar days**.

If additional time is required due to the complexity of the complaint, we will explain why and provide an updated timescale.

6. If You Are Not Satisfied

If you remain dissatisfied after our investigation, you have the right to complain to the Information Commissioner's Office (ICO).

The ICO can be contacted via:

www.ico.org.uk

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

7. Confidentiality

All complaints will be managed confidentially.

Information relating to complaints will only be shared with individuals directly involved in investigating and resolving the matter.

8. Monitoring

All complaints are recorded to help us:

- identify trends.
 - improve our procedures.
 - reduce future risks.
 - improve our data protection practices.
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9. Review

This policy will be reviewed annually or sooner if legislation changes.