Davidsons Developments Ltd

Data Protection Complaints Policy

Doc Ref DGP045 v1.2

1. Policy Statement

Davidsons Developments Ltd (The 'Company'), and its subsidiaries are committed to protecting personal data and respecting privacy rights. This policy establishes a process for handling data protection complaints in accordance with UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA).

2. Scope

This policy applies to customers, employees, private contractors, suppliers, applicants, and any individual whose personal data is processed by the organisation.

Data protection regulations says we must:

- give people a way of making data protection complaints;
- acknowledge receipt of complaints within 30 days of receiving them;
- without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and keep people informed; and
- without undue delay, tell people the outcome of their complaints.

The company will ensure that all data subjects are informed of how to raise a complaint via our Privacy Notices.

3. What Is a Data Protection Complaint?

Any expression of dissatisfaction about how personal information has been handled, including Subject Access Requests, accuracy, retention, sharing, breaches and data subject rights.

- the way we have responded to their subject access request (SAR), or other rights request;
- the security measures we have used to store their information (e.g. someone who has been impacted by a data breach, regardless of whether it's reportable to us); or
- how we have collected or used their personal information (e.g. where you've stored it, how long you've kept it for, or its accuracy).

4. How to Make a Complaint

Complaints may be submitted by many methods:

- our electronic web form (DPF046)
- general email
- post
- telephone
- verbally / face to face
- social media channel

5. Roles and Responsibilities

The DPM manages complaints. Managers escalate concerns, and employees must promptly report complaints.

A '**Data Complaint'** is an additional **'Information Right'** that the Data Subject is entitled to. It is the DPMs responsibility to ensure that they are processed as per the regulations.

6. Complaints Handling Procedure

Complaints are to be logged and acknowledged within 30 days (best practice 15 days), Controllers must investigate and respond without undue delay, keeping the complainant informed and clearly communicating the final outcome and escalation rights.

- The 30 days starts the **day After** the complaint has been receive.
- If the 30 days expires on a weekend or bank holiday we can respond on the **next working day.**

We will respond in plain English to all complaints.

7. Escalation to the ICO

Individuals will be informed that they can escalate unresolved complaints to the Information Commissioner's Office.

8. Confidentiality

All complaints will be handled confidentially.

9. Record Keeping

A register of complaints will be maintained by the DPM and retained in line with retention requirements.

10. Learning and Continuous Improvement

Complaints will be reviewed post completion to identify trends and improvements.

11. Training

Employees will receive data protection and data-protection complaint-handling training.

12. Policy Review

Reviewed every two years or following significant legal or organisational changes.

13 Associated Documents

DPF046 Data Protection Complaints Form (this is optional and completed by the data subject and available on our web sites).