



Data Protection Complaints Procedure (GOV-P-05)

1 Purpose

This process ensures ClwydAlyn Housing Limited complies with:

- 🏠 The **Data Use and Access Act 2026 (DUAA)**, which requires every controller to have a formal data protection complaints process (no exemptions). Add link
- 🏠 The **ICO's 2026 guidance**, which sets out what organisations must, should, and could do when handling complaints. Add link

It applies to all complaints where an individual believes that ClwydAlyn has infringed data protection law on how we process your personal data.

2 What is a Data Protection Complaint?

A complaint may relate to:

- 🏠 How ClwydAlyn has handled a **data subject access request (DSAR)** or other rights request
- 🏠 **Security measures** or a suspected/actual data breach
- 🏠 How your personal data was **collected, used, stored, retained, shared, or kept accurate**
- 🏠 Any alleged infringement of **UK GDPR** or **DUAA** obligations

For complaints that do not relate directly to the above, please follow ClwydAlyn Complaints which can be found on the ClwydAlyn website <https://www.clwydalyn.co.uk/compliments-complaints/>

Please note that if the complaint is specifically regarding a member of the Data Protection Team, please following the link above for the ClwydAlyn complaints procedure.

3 The use of AI during a Data Protection Complaint

Data subjects should carefully consider the privacy, security, and data protection implications before sharing personal data information with any Artificial Intelligence service.

4 How to make a Data Protection complaint

Individuals can make a complaint by:

- 🏠 **E-mail:** datacontroller@clwydalyn.co.uk
- 🏠 **Telephone:** 0800 183 5757 or 01745 536800
- 🏠 **On-Line Data Protection Complaints Form**
- 🏠 In writing addressed to: Data Controller – Private and Confidential
ClwydAlyn Housing Limited
72 Ffordd William Morgan
St Asaph
Denbighshire LL17 0JD

5 How we will respond

- 🏠 The Data Protection Team will acknowledge your Data Protection Complaint within 30 days of receipt.
- 🏠 We will respond fully to your complaint without undue delay.
- 🏠 We will keep the complainant informed throughout the process
- 🏠 We will communicate the outcome in writing
- 🏠 We will inform you of your right to escalate your complaint to the ICO,

6 ClwydAlyn Responsibilities for Data Protection Complaints

- 🏠 **All staff** must recognise and escalate data protection complaints.
- 🏠 A designated **Data Protection Officer (DPO)** or Data Protection team member must manage investigations.

7 Step by Step Procedure

7.1 Receive and log the complaint

The Data Protection Team will record the complaint regardless of the channel it arrives through and will capture the date, source, and summary.

7.2 Acknowledge within 30 days

The Data Protection Team will send a formal acknowledgement confirming receipt and outlining next steps, as required by DUAA and ICO guidance. Please note that there is a legal requirement that this is done within 30 days of date of receipt. However, ClwydAlyn will always aim at doing this as soon as is practicably possible.

7.3 Assess scope and assign owner

Confirm that the issue relates to data protection law and allocate responsibility to the DPO or appropriate team member.

7.4 Investigate without undue delay

Gather evidence, review systems, interview relevant staff, and make enquiries proportionate to the data protection complaint.

7.5 Keep the complainant informed

The Team will provide updates at reasonable intervals, especially if the investigation is complex or delayed. These updates will either be in writing or by telephone.

7.6 Issue outcome and explanation

The Team will communicate the findings, including whether a breach occurred, corrective actions taken, and any rights available.

7.7 Advise on ICO escalation

The outcome correspondence will always include details of the Data Subject's next steps following the completion of the ClwydAlyn process, including their right to take the complaint to the ICO if they remain unhappy with the final outcome of the ClwydAlyn data protection complaint process.