


Data Protection Complaints Procedure	
Date Approved: 18/06/26	Authorised by: C Evans
Review Date: 18/06/27	Signed: C Evans
Page no: 1	Position: Trustee



Data Protection Complaints Procedure

1. Purpose

The Avon Centre (“the Centre”) is committed to protecting personal data and handling it responsibly in line with UK data protection law.

This procedure sets out how individuals can raise concerns about how their personal data has been handled and how the Centre will respond, in compliance with the Data (Use and Access) Act 2025, which requires a formal complaints process to be in place by **19 June 2026**.

[\[gdprregister.eu\]](https://gdprregister.eu)

2. Scope

This procedure applies to all personal data processed by the Centre, including data relating to:

- Riders and participants (including RDA riders and health-related data)
- Volunteers and staff
- Customers using booking platforms (e.g. EC Pro)
- Website users and individuals submitting forms
- Donors, supporters and other activity participants

The Centre processes personal data only to deliver its services and operates as a registered charity supporting individuals with physical, emotional, or learning difficulties.


[\[theavoncentre.org.uk\]](https://theavoncentre.org.uk)

3. What Is a Data Protection Complaint?

A complaint is any expression of dissatisfaction relating to how the Centre has handled personal data.

Examples include:

- Concerns about how personal or medical information is used or stored
 - Issues with data held in EC Pro or booking systems
 - Dissatisfaction with a data rights request (e.g. access or deletion)
 - Concerns about data security or confidentiality
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4. How to Make a Complaint

Individuals can raise a complaint through any of the following:

- **Email:** info@theavoncentre.org.uk
- **Post:** The Avon Centre, Kings Weston Road, Henbury, Bristol, BS10 7QT
- **Telephone:** 0117 9590266
- **In person:** Speak to a member of staff or volunteer

Complaints can be made in any format and do not need to refer to legal terms.

This procedure will be:

- Clearly accessible on the Centre's website
- Mentioned in privacy information and forms
- Available in accessible formats upon request

5. Responsibilities

- The Centre will appoint a **Data Protection Lead / Complaints Owner** responsible for managing complaints
- The Data Protection Lead is the Operations Manager. Claire.E@theavoncentre.org.uk
- Staff and volunteers must report any potential complaint immediately
- Complaints will be recorded in a **central log** for accountability and audit purposes
[gdprregister.eu]


6. Procedure

6.1 Receipt and Logging

When a complaint is received:

- It will be logged with a reference number
- Details recorded will include date, subject, and contact details
- The Centre will determine whether it is a data protection complaint

6.2 Acknowledgement

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The Centre will:

- Acknowledge the complaint within **30 calendar days**
- Provide confirmation of receipt and next steps

(This is a legal requirement under the 2026 changes.) [ico.org.uk]

6.3 Investigation

The Centre will:

- Investigate the complaint **without undue delay**
- Review relevant systems (e.g. EC Pro, application forms, records)
- Speak to relevant staff or volunteers
- Request further information if needed

The complainant will be kept informed of progress.

6.4 Outcome

Once the investigation is complete, the Centre will:


- Provide a clear written outcome without undue delay
 - Explain findings and any actions taken
 - Confirm any corrective steps (e.g. data correction, deletion, or process improvements)
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6.5 Timeframe

The Centre aims to:

- Resolve complaints within **3 months**, where possible
 - Inform individuals if more time is required
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7. Escalation

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If the complainant is not satisfied with the outcome, they will be informed of their right to escalate the matter to the:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Individuals are expected to raise concerns with the Centre first before going to the ICO.

[\[lawboxlegal.com\]](http://lawboxlegal.com)

8. Record Keeping

The Centre will keep records of:

- Complaints received
- Acknowledgements (including timing)
- Investigation actions
- Outcomes

Records will be stored securely and retained in line with existing retention periods (e.g. rider records held for up to 3 years after leaving, or longer where required for legal/financial purposes). [\[theavoncentre.org.uk\]](http://theavoncentre.org.uk)

9. Special Considerations

Given the nature of the Centre's services:


- Extra care will be taken when handling complaints involving:
 - Children and vulnerable individuals
 - Medical or sensitive personal data
 - Safeguarding procedures will be followed where relevant
 - Complaints involving safeguarding may be handled alongside safeguarding policies
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10. Accessibility

The Centre will ensure:

- Complaints can be made easily
- Support is provided where needed (e.g. for disabilities or communication needs)

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The logo for The Avon Centre, featuring the word 'The' in a small font above 'AVON' in large, bold, serif letters. A silhouette of a person is integrated into the letter 'O'. Below 'AVON' is the word 'CENTRE' in a smaller, bold, serif font, flanked by horizontal lines.

- Alternative formats are available on request
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11. Monitoring and Review

This procedure will be:

- Reviewed annually
- Updated in line with ICO guidance and legal changes

Complaint trends will be analysed to improve services and data protection practices.

12. Related Policies

- Privacy Policy
- Safeguarding Policy
- Data Retention Practices
- Subject Access Request Process