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Data Protection Complaints Policy

Purpose

This policy explains how Pure Resourcing Solutions Limited handles complaints relating to the processing of personal data in accordance with the UK GDPR, the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

The organisation is committed to handling data protection complaints fairly, transparently, and without undue delay.

This policy sets out how complaints are received, acknowledged, investigated, recorded, resolved, and escalated.

Scope

This policy applies to all employees, workers, contractors, and anyone acting on behalf of the organisation.

It applies to complaints made by candidates, employees, clients, suppliers, and any other individual whose personal data is processed by the organisation.

It covers complaints about any aspect of personal data processing carried out by the organisation.

What is a data protection complaint

A data protection complaint is any expression of dissatisfaction about how the organisation has collected, used, stored, shared, retained, secured, or otherwise processed personal data.

Examples include concerns relating to subject access requests, rectification, erasure, retention, direct marketing, lawful basis, transparency, data accuracy, disclosure to third parties, information security, cookies and online tracking, and automated decision-making or profiling.

A complaint does not need to refer to the UK GDPR or use any specific wording in order to be treated as a data protection complaint.

Making a complaint

Individuals may make a complaint by email, telephone, letter, in person, through the organisation's website where available, or through any other reasonable communication channel.

The organisation will make reasonable efforts to ensure complaints can be made easily and accessibly.

Complaints should normally be directed to:

Email: privacy@prsg.co.uk

Telephone: 01223 209888

Post: Pure Resourcing Solutions Limited, The Workspace, Pioneer Court, Vision Park, Histon, Cambridge, CB24 9PT



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Employees who receive a complaint must forward it to the Data Protection Lead without delay.

Acknowledging complaints

The organisation will acknowledge receipt of every data protection complaint within 30 days of receiving it.

The acknowledgement will normally confirm that the complaint has been received, identify the person or role handling it, explain the next steps, and request any additional information needed.

Where appropriate, the acknowledgement will be sent using the same communication method used by the complainant unless another method has been requested.

Investigating complaints

The organisation will take appropriate steps to investigate complaints without undue delay.

The investigation may include reviewing relevant systems and records, speaking to employees involved, reviewing policies and procedures, considering applicable legislation and ICO guidance, and making further enquiries where necessary.

The extent of the investigation will be proportionate to the nature and complexity of the complaint.

Where additional information is required from the complainant, it will be requested as soon as reasonably possible.

The organisation will take reasonable steps to ensure the complaint is properly considered and not simply closed on the basis of assumption.

If the complaint raises a potential security incident, legal issue, or high-risk processing concern, it must be escalated promptly to the appropriate senior contact.

Keeping individuals informed

Where a complaint cannot be fully resolved quickly, the organisation will keep the complainant informed of progress without undue delay.

Updates will explain the current stage of the investigation, any expected delays, and any further information required.

The organisation will continue to provide meaningful updates until the complaint is concluded.

Complaint outcomes

Once the investigation has concluded, the organisation will tell the complainant the outcome without undue delay.



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The response will normally include a summary of the complaint, the findings of the investigation, any corrective action taken, any action that will not be taken and the reasons why, and information about further rights including the right to complain to the ICO.

Where the complaint is upheld, the organisation will take appropriate remedial action and record the steps taken.

Complaints linked to rights requests

Where a complaint also contains a request to exercise a data protection right, such as a subject access request, rectification, or erasure, the organisation will manage both matters in accordance with the relevant procedures.

The existence of a complaint does not extend statutory deadlines for responding to data subject rights requests.

If a complaint and a rights request are received together, both must be logged and handled separately but in a coordinated way.

Complaints by representatives

Where a complaint is submitted by someone acting on behalf of another individual, the organisation may request evidence that the representative is authorised to act.

Only information necessary to verify authority will be requested.

The organisation will not ask for excessive evidence where authority is already clear.

Complaints log

The organisation will maintain a central register of all data protection complaints.

Records should include the date received, complainant details, nature of the complaint, acknowledgement date, investigator assigned, investigation steps taken, outcome, corrective actions, response date, and whether the complaint was escalated to the ICO.

Complaint records will be retained in line with the organisation's Data Retention Policy.

Learning and improvement

The Data Protection Lead will periodically review complaints to identify recurring issues, trends, and opportunities for improvement.

Where appropriate, the organisation will update policies and procedures, improve security controls, amend privacy notices, provide additional staff training, review supplier arrangements, and implement corrective actions.



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Complaint trends should be reviewed alongside other compliance and operational issues so the organisation can address root causes.

Responsibilities

Data Protection Lead

Responsible for overseeing complaints, coordinating investigations, ensuring compliance, maintaining complaint records, and reporting significant trends to senior management.

Managers

Managers must cooperate with investigations and ensure employees provide requested information promptly.

Employees

All employees must recognise potential data protection complaints, forward complaints immediately, cooperate with investigations, and maintain confidentiality throughout the process.

Escalation

If a complainant remains dissatisfied after receiving the organisation's response, they may raise the matter with the ICO.

The organisation will cooperate fully with any enquiries made by the ICO.

The complainant should be signposted to the ICO in the final response where appropriate.

Policy ownership

Responsible: Quality, Compliance & Systems Team Leader

Accountable: Operations Director

Consulted: Management Team

Informed: All employees

Policy review

This policy will be reviewed annually, or sooner where there are changes to legislation, ICO guidance, or organisational processing activities.

Any significant change should also trigger staff communication and, where needed, refresher training.