

Data Protection Complaints process

The Data Protection Complaints process applies equally to all members of the public, employees, clergy, Directors, Director of Trustee, volunteers, consultants or any person or body acting for, or on behalf of, the diocese.

Complaints

The Roman Catholic Diocese of Westminster is committed to providing a high standard of service and maintaining robust data protection standards. We ensure all personal data is handled fairly, lawfully, and transparently. As a registered entity with the Information Commissioner's Office (ICO), we take any concerns regarding the collection, use, storage, or sharing of your personal information seriously.

We recognise that there may be occasions when you are dissatisfied with how your personal data has been handled. When this happens, we will investigate your concerns and seek to resolve them promptly and fairly.

Making a Complaint

Any individual who believes that their personal data has been handled improperly, or who has concerns about our compliance with UK data protection legislation or a complaint about how their matter was handled, may submit a complaint.

Complaints should be made in writing and should include:

- The complainant's name and contact details;
- A description of the concern or issue;
- Relevant dates and circumstances;
- Any supporting information that may assist with the investigation.

Complaints should be sent to:

Data Protection Officer

dpo@rcdow.org.uk

Vaughan House, 46 Francis Street, London SW1P 1QN

Where a complaint concerns the actions, conduct, or handling of a matter by Data Protection personnel, the Data Protection team will refer the complaint to the Human Resources department for investigation.

How we will deal with your complaint

- We will acknowledge receipt of the complaint in writing within five working days;
- If we cannot resolve your complaint immediately, then we will investigate your complaint and issue you with a further response/outcome within 20 working days of receiving your initial complaint;
- All complaints will be considered impartially and treated confidentially. We may contact the complainant to seek clarification or request further information where necessary.

The investigation will normally consider:

- The nature of the complaint;
- Relevant policies, procedures and records;
- Applicable data protection legislation and guidance;
- Any actions required to address identified issues.
- Response

Where the matter is complex and additional time is required, we will inform the complainant of the reasons for the delay and provide an updated timescale for completion.

Our response will outline:

- The findings of the investigation;
- Any actions taken or proposed;
- Any steps implemented to prevent similar issues arising in the future, where appropriate.

Records

A record of all data protection complaints and their outcomes will be maintained in accordance with our data protection and records management procedures.

Withdrawal of a complaint

If a complainant chooses to withdraw their complaint, they will be asked to confirm this in writing. We may retain records of withdrawn complaints where necessary for compliance or risk management purposes.

Information Commissioner's Office

Individuals have the right to raise concerns directly with the Information Commissioner's Office (ICO) at any time. However, we encourage complainants to contact us first so that we have the opportunity to investigate and address the matter.

Further information is available from the ICO: <https://ico.org.uk/make-a-complaint/>