Shavington-cum-Gresty Parish Council
Main Rd, Shavington, Crewe, CW2 5DP

PERSONAL DATA COMPLAINTS POLICY

Adopted 4 November 2026

1. INTRODUCTION

Shavington-cum-Gresty Parish Council is committed to protecting personal information and complying with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

This procedure sets out how the Council will handle complaints about its processing of personal information, including complaints about the handling of requests to exercise data protection rights.

2. MAKING A COMPLAINT

Anyone concerned about how the Council has handled their personal information may make a complaint.

Complaints can be made verbally or in writing to the Clerk:

Email: clerk@shavingtononline.co.uk
Address: Shavington-cum-Gresty Parish Council, Main Road, Shavington, Crewe, CW2 5DP

Complaints may also be made by an authorised representative. The Council may request reasonable evidence of authority or identity where necessary.

3. HANDLING COMPLAINTS

The Clerk is responsible for coordinating and investigating data protection complaints, seeking advice from the Council's appointed Data Protection Officer (DPO), JDH Business Services Ltd, where appropriate.

The Council will:

- Acknowledge complaints within five working days, and no later than 30 days.
- Investigate complaints appropriately and without undue delay.
- Provide updates where an investigation is ongoing.
- Aim to provide a written outcome within one month, explaining the findings and any action taken.

- Where additional time is required, the complainant will be informed of the reasons and expected timescale.

Where a complaint concerns the Clerk, or the Clerk is unavailable, the Chair will coordinate the response, with advice from the DPO where appropriate.

The Clerk has delegated authority to investigate and respond to complaints without seeking prior Council approval.

4. REVIEW AND ESCALATION

Where a complainant is dissatisfied with the outcome, they may request a review by contacting the Clerk. Where practicable, the review will be undertaken by someone not previously involved in the complaint.

Individuals may also complain directly to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Telephone: 0303 123 1113
Website: www.ico.org.uk

The Council will cooperate with any ICO investigation.

5. RECORD KEEPING

The Clerk will maintain a record of data protection complaints, including the nature of the complaint, investigation, outcome and any action taken.

Records will be retained in accordance with the Council's retention arrangements.

6. REVIEW

This procedure will be reviewed every two years, or sooner following significant changes to legislation or ICO guidance.