Success Sculptors Data Protection Complaints Process

1. Purpose

We are committed to protecting personal data and respecting individuals' rights under data protection law. If you believe that we have not handled your personal data appropriately, you can make a data protection complaint using the process below.

This process explains how we receive, investigate, respond to, and resolve data protection complaints.

2. How to Make a Data Protection Complaint

You can make a data protection complaint by contacting us using the details below:

Data Protection Complaints Contact

Name/Role:	Elaine Tibbatts
Email:	office@success-sculptors.co.uk
Telephone:	07753 547023
Postal address:	7 School Walk, Wadebridge, PL27 6DY

When making a complaint, please provide:

- Your name and contact details;
- Details of your complaint;
- Information about the personal data involved (where applicable);
- Any relevant dates, documents, or supporting information;
- The outcome you would like us to consider.

We will provide assistance if you need help making a complaint or require this process in an alternative format.

3. Acknowledgement of Complaints

We will acknowledge receipt of your data protection complaint within 30 days of receiving it.

Our acknowledgement will confirm:

- That we have received your complaint;
- Who is handling your complaint;
- The next steps we will take;
- When you can expect a response.

4. Investigation of Complaints

We will investigate all data protection complaints fairly and thoroughly.

As part of our investigation, we may:

- Review how your personal data has been collected, stored, used, or shared;
- Check relevant records, systems, and procedures;
- Speak with members of staff involved;
- Make appropriate enquiries to understand what happened;
- Identify whether any data protection requirements have not been met.

We will take appropriate action without undue delay and will keep you informed of progress where the investigation cannot be completed promptly.

5. Keeping You Updated

If your complaint requires further investigation, we will provide updates on progress and explain:

- What steps we have taken;
- What information we are reviewing;
- Whether we need any further information from you;
- When we expect to provide a final response.

We will aim to resolve complaints as quickly as possible while ensuring they are properly investigated.

6. Outcome of Complaints

Once our investigation is complete, we will provide you with a written response without undue delay.

Our response will explain:

- The outcome of our investigation;

- Whether your complaint has been upheld, partially upheld, or not upheld;
- The reasons for our decision;
- Any action we have taken or will take to address the issue;
- Any improvements we have made to our processes where appropriate.

7. If You Are Not Satisfied

If you are unhappy with our response, you can contact us to request a review of the decision.

You also have the right to raise concerns with the relevant data protection supervisory authority. In the UK, this is the Information Commissioner's Office (ICO):
Information Commissioner's Office
Website: https://ico.org.uk
Telephone: 0303 123 1113

8. Record Keeping

We will keep a record of data protection complaints received, including:

- The date the complaint was received;
- The nature of the complaint;
- The investigation carried out;
- The outcome and any corrective actions taken.

Complaint records will be stored securely and retained in accordance with our data retention policy.

9. Review of This Process

We will review this complaints process periodically to ensure it remains effective and complies with applicable data protection requirements.