



Data Protection Complaints Policy

Effective Date: July 2026

Review Date: July 2027

1. Purpose

This policy outlines how Blackburn Diocesan Board of Finance (DBF) and the Diocesan Board of Education (DBE) handles complaints related to the processing of personal data, in accordance with the Data Use and Access Act 2025 (DUAA), UK GDPR, and the Data Protection Act 2018.

2. Scope

This policy applies to all individuals whose personal data is processed by the DBF and DBE including customers, employees, contractors, and service users.

3. Right to Complain

Under Section 103 of the DUAA 2025, individuals (data subjects) have the **statutory right to lodge a complaint directly with the data controller** (us) if they believe their personal data has been processed unlawfully or in breach of data protection laws

4. How to Make a Complaint

Complaints can be submitted through the following channels:

- **Online Form:** Webform found at <https://www.blackburn.anglican.org/diocesan-data-privacy-notice>
- **Email:** directorofeducation@blackburn.anglican.org for DBE
diocesan.secretary@blackburn.anglican.org for DBF

We encourage complainants to provide:

- Their full name and contact details
- A clear description of the issue
- Any relevant supporting documents

5. Acknowledgement and Response Times

- We will **acknowledge receipt** of your complaint **within 30 calendar days**.
- We will provide a **substantive response without undue delay**, typically within **60 days**, unless the matter is complex.

6. Investigation Process



- Complaints will be reviewed by our **Data Protection Officer (DPO)** or a designated senior staff member.
- We will assess the facts, consult relevant records, and may contact you for further information.
- You will be informed of the outcome and any remedial actions taken.

7. Escalation to the ICO

If you are not satisfied with our response, you may escalate your complaint to the **Information Commissioner's Office (ICO)**:

- Website: <https://ico.org.uk>
- Phone: 0303 123 1113

8. Record Keeping

We maintain a secure log of all complaints, including:

- Date received
- Nature of the complaint
- Actions taken
- Outcome and response date

This log may be reported to the ICO if required under future regulations (e.g., Section 164B DUAA)

9. Policy Review

This policy will be reviewed July 2027 or in response to significant legal or operational changes.