

Data Processing Complaints Procedure – Greg Ham

1. Acknowledgment of Complaints

- Timeframe: I will acknowledge receipt of a complaint within 30 days of receiving it.
- Method: I will use email or a written letter to confirm receipt.

2. Submission Methods

You may submit a complaint in the following ways:

- Email Address: greg@inspirit-wellbeing.info
- Telephone Number: 01271 815850
- In-Person Submissions: please speak to me

3. Required Information

When submitting a complaint, please include:

- Personal Details: your name, contact information, and any relevant identification.
- Description of the Complaint: clear details about the data protection issue.
- Supporting Documents: any evidence that supports the complaint.

4. Response Timeline

- Investigation Updates: I will provide timely updates on the status of your complaint.
- Final Response: I will inform you of the outcome without undue delay.

5. Right to Escalate

- Information on Escalation: you have the right to escalate the complaint to the Information Commissioner's Office (ICO) if the issue is not resolved satisfactorily.
- Guidance: you can find them at: www.ico.org.uk