

Data Protection Complaints Readiness Checklist

Use this checklist to see whether your organisation is ready to handle a data protection complaint.

- ☐ People have a clear and accessible way to make a data protection complaint
 - ☐ Staff and volunteers know how to recognise a data protection complaint and who to pass it to
 - ☐ Responsibility for handling and investigating complaints is clear
 - ☐ You have a process for acknowledging complaints within 30 days
 - ☐ You have a process for investigating complaints and keeping people informed
 - ☐ You record complaints, responses and outcomes appropriately
 - ☐ Your privacy notice or other relevant information explains how people can raise a data protection complaint
 - ☐ Your process explains what people can do if they are unhappy with the outcome, including their right to complain to the Information Commissioner's Office (ICO)
-

Remember: You do not necessarily need to create a separate complaints procedure. You may be able to update your organisations existing complaints process to include data protection complaints.