

2026 Data Protection Complaints Procedure

Bolsover District Council is committed to protecting personal data and upholding individuals' rights under data protection law, including the Data Protection Act 2018, UK GDPR (as amended), and the Data (Use and Access) Act 2025.

This procedure sets out how we handle data protection complaints and meets our legal obligation to provide a clear process for individuals to complain directly to us.

Scope

This applies to complaints about our handling of personal data, including (but not limited to):

- Subject Access Requests
- Data incidents or breaches
- Misuse or unfair processing of personal data
- Retention or accuracy of data
- Profiling or automated decision-making

Complaints from children/young people

We will speak directly with children or young people (where appropriate) to ensure they understand their complaint.

Third-party complaints

If the complaint is made on behalf of someone else or concerns a child/young person where the complainant does not have parental responsibility, we may not accept it as it could involve third-party personal data.

In appropriate cases we may still investigate, but the complainant will not receive details of the outcome unless we have written consent from the affected individual.

Our three-stage process

1. Local Resolution

We will contact you within two working days (by phone, email or letter) to acknowledge your complaint and confirm when you can expect a full written response. We will keep you updated on progress.

This is normally within one month of acceptance. If we need to extend this, we will contact you with an explanation.

2. Complaint Review

If you are not satisfied with the outcome, you may request a review within 20 working days of receiving our response.

- We will acknowledge your review request within two working days.
- An independent officer (not involved in the original decision) will review it.
- You will be asked why you are unhappy and may provide additional evidence.
- We aim to respond within one month. If we need to extend this, we will explain why in a timely manner.

3. Information Commissioner's Office (ICO)

If you remain dissatisfied after the review, you have the right to complain to the ICO at any time (you do not need to complete our internal process first).

Contact details: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>

How to make a data protection complaint

You can complain verbally or in writing (any format), either separately or as part of other correspondence.

Send complaints to:

Email: GDPR@bolsover.gov.uk

Post: The Information & Engagement Team, Bolsover District Council, The Arc, High Street, Clowne, S43 4JY

Confidentiality

Information about your complaint is confidential and shared only with those directly involved in the investigation.