

JOH CONSULTANCY LLP

Consultants in technical, compliance and insolvency training

JOH Consultancy LLP Data Protection Complaints Policy

1. Purpose of this Policy

We are committed to treating personal data with respect, transparency, and care. This policy explains how you can raise a concern about the way your personal data has been handled, and how we will respond.

It applies to all data protection complaints made under the UK General Data Protection Regulation, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations, and the Data (Use and Access) Act 2025.

2. Scope

A data protection complaint is any expression of dissatisfaction about how we have collected, used, shared, stored, or protected your personal data.

3. How You Can Make a Complaint

Please contact jo@johconsultancy.co.uk in the first instance.

Include a brief description of what has happened and why you are concerned. You do not need to use specific legal terminology or provide evidence at this stage.

4. Our Complaints Procedure

4a. Acknowledgement

We will acknowledge your complaint within 30 calendar days, as required by the Data (Use and Access) Act 2025. Our acknowledgement will confirm that we have received your complaint and explain what will happen next.

4b. Investigation

Our Data Protection Manager (DPM) will investigate your complaint without undue delay. This may include:

- reviewing the information you have provided,
- checking our records, systems and procedures,
- speaking to relevant members of JOH Consultancy LLP, and
- assessing whether our data handling complied with the law.

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4c. Keeping You Informed

If the investigation takes time, we will keep you updated so you know what is happening and when you can expect a full response.

4d. Outcome

We will communicate the outcome without undue delay. Our DPM's response will explain:

- what we found,
- any steps we have taken or will take, and
- any changes we will make to improve our practices.

Where appropriate, this may include remedial action such as correcting or deleting data, updating our processes, or offering an apology.

4e. Escalation

If you are unhappy with our response or how we have handled your complaint, you can escalate your concern to the Information Commissioner's Office (ICO), their website is <https://ico.org.uk/>

You do not need to come back to us first, but we encourage you to give us the opportunity to resolve the issue.

5. Record-Keeping

We keep a log of all data protection complaints, including the actions taken and outcomes reached. We use this information to improve our processes, identify potential systemic issues, and strengthen our data protection practices.

6. Policy Review

This policy is reviewed as a minimum annually by our DPM to ensure it remains accurate, accessible, and compliant with current legislation and the ICO's guidance.

Date approved: 22 July 2026

Last reviewed: 22 July 2026

Next review due by: 21 July 2026

DPM: Neil Harris, email: jo@johconsultancy.co.uk