COMPLAINTS PROCEDURE – DATA PROTECTION

If you feel that a data protection issue has not been dealt with properly or we have not provided you with the service you expect then you can make a formal complaint.

If you have a complaint, please put it in writing to **DPO@kingstonpropertyservices.co.uk** or send to: **Data Protection Officer (Kingston), Cheviot House, Beaminster Way East, Newcastle upon Tyne, NE3 2ER**. You can also call us on **0330 123 1133**.

Please include as much detail as possible in the complaint.

What will happen next?

- You will receive an email acknowledgment of the receipt of your complaint or a letter within 30 days of receiving it.
- We will investigate your complaint. This will normally be dealt with by the Data Protection Officer (DPO) for Kingston who will review the complaint. We will keep you informed of the progress of the investigation.
- A formal written outcome will be provided without undue delay. The time it takes to investigate is likely to be impacted by the complexity and scale of the issue.
- If you are still not satisfied with our formal written outcome you can complain to the Information Commission. Details are below:

  Information Commission's Office
  4th Floor, No.3 Circle Square
  5 Hawkshaw Street
  Manchester
  M1 7BL

  0303 123 1113

  www.ico.org.uk

  Make a complaint about how an organisation has used your personal information | ICO