



# Data Protection Complaints Policy & Procedure

***'Five Rivers is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment'***

Policy Owner	Data Protection Officer
Authoriser	Chief Executive Officer
Date of Original Issue	20/05/2026
Date of Last Review	20/05/2026
Date of Next Review	20/05/2027
Version	V1

**© Five Rivers Child Care Limited 2026, All Rights Reserved.**

**The content of this policy is protected by the copyright laws of England and Wales and by international laws and conventions. No content from this policy may be copied, reproduced or revised without the prior written consent of Five Rivers Child Care Limited. Copies of content may be saved and/or printed for use in relation to the business and affairs of the Company only.**

## Table of Contents

1. Policy .....	2
1.1 Policy Statement .....	2
1.2 Data Protection.....	2
1.3 Disclosure of Information.....	2
2. Procedure - How to make a complaint .....	3
2.2 Acknowledging and verifying your complaint.....	3
2.3 Investigating your complaint.....	3
2.4 Informing you the outcome of your complaint.....	4

## 1. Policy

### 1.1 Policy Statement

1.1.1 Five Rivers Child Care group are committed to providing a high-quality service, in accordance with data protection law. At all times, we seek to comply with data protection principles by ensuring we:

- process personal data lawfully, fairly and in a transparent way
- collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes
- collect and use adequate, relevant and minimal personal data
- take reasonable steps to make sure personal data is accurate and kept up to date
- do not keep personal data longer than necessary
- implement appropriate security measures.

1.1.2 We acknowledge that we may not always get things right and it's important we know when things have gone wrong so we can improve. This policy describes how we will deal with those concerns.

### 1.2 Data Protection

1.2.1 The Five Rivers Child care Group supports the objectives of the United Kingdom General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018) and other legislation relating to Data Processing, including the Human Rights Act 1998, the Safeguarding of Vulnerable Groups Act 2006 and the regulations that underpin our services. The Five Rivers Group has a statutory obligation to process personal data in accordance with the provisions of the United Kingdom General Data Protection Regulation (UKGDPR) and the Data Protection Act 2018.

1.2.2 Every member of The Five Rivers Group has an obligation to ensure that the information they process (use) is collected, maintained and disclosed in accordance with the United Kingdom General Data Protection Regulation (UKGDPR), the Data Protection Act 2018, the Five Rivers Group Data Protection Policy and The Five Rivers Group Data Retention Policy.

### 1.3 Disclosure of Information

1.3.1 It is a criminal offence for a person to knowingly or recklessly sell, disclose or retain personal information outside of the Five Rivers Group under section 170 DPA 2018 without a legitimate purpose and legal basis. The Five Rivers Group considers these actions unauthorised and will take all necessary action to ensure personal data is not disclosed,

retained or sold without a valid legal reason including referral to the criminal investigations team of the information commissioner’s office (CRIT ICO).

## 2. Procedure - How to make a complaint

2.1 The following table illustrates the ways we can be contacted to register a complaint:

How to complain	More information
By completing our data protection complaint form	The form can be found at <a href="#">Privacy Policy   Five Rivers Child Care Ltd</a> or we can post a copy to you.  You can complete the form electronically and email it to us at <a href="mailto:DPO@five-rivers.org">DPO@five-rivers.org</a> or post it to us at FOA DPO Five Rivers Child Care 47 Bedwin Street, Salisbury, Wiltshire, SP1 3UT  Using the data protection form is entirely optional and you may prefer to complain to us using one of the other methods set out in this table.
By telephoning us	You can telephone us on <a href="tel:01722435750">01722 435750</a> .
By emailing us	You can email us with details of your complaint at <a href="mailto:DPO@five-rivers.org">DPO@five-rivers.org</a> .
By writing to us	You can write to us with details of your complaint at 47 Bedwin Street, Salisbury, Wiltshire, SP1 3UT.

## 2.2 Acknowledging and verifying your complaint

2.2.1 We will acknowledge your complaint within 30 days of receiving it.

2.2.2 We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.

2.2.3 If, having requested additional information, we cannot identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.

## 2.3 Investigating your complaint

2.3.1 We will investigate your complaint. This will usually involve:

- reviewing your complaint
- locating and reviewing the records we hold about you

- establishing the relevant facts
- liaise with individuals or organisations who you may be involved in your complaint such as data processors.
- We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- We will update you on the progress of your complaint at appropriate times.

## 2.4 Informing you the outcome of your complaint

2.4.1 We will inform you of the outcome of the complaint without undue delay.

2.4.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

2.4.3 If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner's Office (ICO) or you can seek to take action in the courts. The ICO's contact details are:

Address	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
Helpline number	0303 123 1113

2.4.4 More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website. Usually, a data subject must submit their complaint to the ICO within three months of the last contact with Five Rivers Child Care.