Data Protection Complaints Procedure

Purpose
Mediation Plus is committed to protecting the personal data of service users, staff, volunteers and partners. This procedure explains how individuals can raise concerns about how their personal data has been used and how Mediation Plus will handle those concerns.

This procedure sits along side Mediation Plus Data Protection Policy and Privacy Notices.

Making a Complaint
If you have concerns about how Mediation Plus has handled your personal data, please contact us in writing the first instance so we can investigate and try to resolve the matter.
Complaints can be made by email to admin@mediation-plus.org.uk or by post to
Mediation Plus
The Robsack Centre
Bodiam Drive
St Leonards of Sea
East Sussex
TN38 9TW

Please include:

1. your name and contact details
2. details of your concern
3. any relevant dates or supporting information
4. the outcome you are seeking (if known)

Acknowledgement
We will acknowledge receipt of your complaint within five working days.

Investigation
Complaints will be reviewed by the Data Protection Lead or a senior member of staff, and we may contact you to request further information to help us investigate the concern.
Complaints will be considered fairly and confidentially.

Response
We aim to provide a full response within one calendar month of receiving your complaint.
Our response will explain:

- the outcome of our investigation
- any actions taken
- any steps we will take to prevent similar issues in the future (where appropriate).

Escalation

If you remain dissatisfied after receiving our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office

Website: https://ico.org.uk

Helpline: 0303 123 1113

Record Keeping

Mediation Plus keeps a record of data protection complaints to monitor trends, ensure complaints are handled appropriately and to improve our data protection practices. Records are kept securely and only accessed by authorised staff.

Policy Date	5th March 2026
Approved by	Chief Executive