

# NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

## PROCEDURE

### DATA PROTECTION COMPLAINTS

Passed:-	24/06/2026	Review Date:-	-
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All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and in other languages.

For further details please contact us on 0141 634 0555 or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)

## 1.0 INTRODUCTION

- 1.1 North View Housing Association (the “Association”) is committed to ensuring the secure and safe management of data held by the Association in relation to customers, staff and other individuals.

As part of this the Association wishes to ensure that if an individual complains to us about how we process their personal data, we have a robust process in place for handling this complaint and addressing any valid concerns.

- 1.2 This process sets out how individuals (data subjects) can raise complaints about how the Association collects, uses, stores, shares, or otherwise processes their personal data. It ensures compliance with the UK GDPR, the Data Protection Act 2018 and other data protection laws.

This process applies to all complaints relating to:

- alleged breaches of UK data protection law;
- handling of personal information (accuracy, retention, security, lawful basis, etc.);
- responses to data subject rights requests (e.g., subject access requests)

In this process a “Complaint” means: any expression of dissatisfaction by a data subject about how their personal data has been processed by the Association. If your complaint includes other service delivery issues or issues which are covered by other legislation (for example a request for review under Freedom of Information) the Association will handle those aspects of your complaint under our relevant policies or legal requirements.

## 2.0 How to Submit a Complaint

- 2.1 Complaints can be made verbally or in writing, including face-to-face, by phone, letter or email. You can also complete one of our complaint forms which is available on our website or by calling into the office for a paper copy.
- 2.2 The Association’s complaint form sets out the information required but generally we will require the following information:
  - Your name and contact details
  - A description of the concern
  - Any relevant dates and supporting evidence

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- What outcome you are seeking

The Association may need to ask you to provide further information in the course of reviewing your complaint.

- 2.3 We may need to verify your identity to progress your complaint. What verification we require will depend on our relationship with you and will be taken on a case-by-case basis and the Association will be reasonable and proportionate about the verification needed.
- 2.4 If you are making a complaint on the data subject's behalf (for example you are their family member or solicitor) The Association will require to be satisfied of evidence of your authority to act on the data subject's behalf in respect of the complaint. If you do not provide this the Association cannot investigate your complaint.

### 3.0 Acknowledgement of Complaints

- 3.1 The Association will acknowledge receipt of your complaint as soon as possible and in any event within 30 calendar days of receipt. This will outline the Association's next steps and expected timescales for dealing with your complaint.

### 5.0 Handling Complaints

- 5.1 Upon receipt of your complaint, the Association will:-
- assign an appropriate individual (for example the Association's Data Protection Officer) to manage the complaint;
  - conduct an initial assessment of the complaint to determine if it is within scope and if further information is needed to investigate (for example verification of your identity) and;
  - take appropriate steps to investigate and respond without undue delay. This includes making enquiries into the matter and reviewing relevant records and processes

During the investigation the Association will keep you informed on the progress of the complaint.

### 6.0 Outcome of the Complaint

- 6.1 Once the Association has completed the investigation it will provide you with the outcome of the complaint. This will normally be done in writing

The outcome will include:

- a summary of the issues investigated;
- conclusions reached;

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- any corrective action taken (if applicable);
- information about further escalation options.

#### 7.0 External Escalation

- 7.1 If you are unhappy with the outcome of your complaint you may refer your complaint to the Information Commission.

The Information Commission is an independent body whose role is to uphold data protection law in the UK. The Information Commission contains information on their website about how to make a complaint. You may also seek judicial remedy for certain data protection issues.

*If you cannot access the internet let the Association know and we can provide the Information Commission's contact details.*

#### 8.0 Publication and Accessibility

- 8.1 We will publish this process on our website and in accordance with our obligations under the Freedom of Information (Scotland) Act 2002.
- 8.2 We will ensure reasonable adjustments are made to support those who may need assistance accessing this process and making a complaint. If you require any such assistance please contact the Association.

***End***