



Data Protection Complaints Procedure

Introduction

I am committed to protecting your privacy and handling your personal information responsibly, fairly and in accordance with UK data protection law.

If you are concerned about the way I have collected, used, stored, shared or otherwise handled your personal information, you have the right to make a data protection complaint.

I take all concerns seriously and will investigate them fairly, confidentially and without undue delay.

How to Make a Complaint

If you have a concern about how your personal information has been handled, please contact me using the details below:

Email: laura@laurabrutontherapy.com

Please provide as much information as you can about your concern, including:

- Your name and contact details;
- Details of the issue you wish to raise;
- Any relevant dates, correspondence or documents; and
- The outcome you are seeking.

You do not need to use a special form to make a complaint.

What Happens Next?

Acknowledgement

I will acknowledge receipt of your complaint within 30 days of receiving it and explain how it will be handled.



Investigation

I will review the circumstances of your complaint and make any enquiries necessary to understand what has happened.

This may include reviewing records, correspondence, policies or other information relevant to your concern.

If I require further information from you, I will let you know as soon as possible.

Updates

If the investigation takes longer than expected, I will keep you informed about its progress and any anticipated timescales.

Outcome

Once the investigation is complete, I will provide a written response explaining:

- My findings;
- Any action taken or proposed;
- Any steps taken to prevent a recurrence of the issue, where appropriate; and
- Your right to raise the matter with the Information Commissioner's Office (ICO).

Record Keeping

A confidential record of data protection complaints and their outcomes will be maintained in accordance with legal and professional obligations.

If You Remain Dissatisfied

If you are not satisfied with the outcome of your complaint, you have the right to complain to the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

I would, however, welcome the opportunity to address your concerns first and encourage you to contact me directly before approaching the ICO.