Data Protection Complaints Process

The Data Protection Lead is the main point of contact and complaints can be sent via email to: c.yates@learn-tech.com or via telephone: +44 (0)333 014 8280. We don't accept posted, written complaints. Written complaints must be submitted via email.

If another member of the team receives a complaint related to data protection, it should be immediately escalated to the Data Protection Lead to handle.

The Data Protection Lead will always verify the identity of anyone making a complaint about how their personal data has been handled before handing over or confirming any information. We will ask for proportionate confirmation, and only when necessary, one of the following forms of ID may be required:

- Passport
- Photocard Driving Licence
- [Employer ID]

The Data Protection Lead will acknowledge receipt of the complaint within one month of receiving it and will investigate the complaint without any undue delay.

Our investigation will include:

- Reviewing the facts thoroughly, fairly and accurately
- Speaking to relevant members of the team
- Comparing the information from the complaint with the information held within LearnTech; and
- Ensuring LearnTech have acted according to our own terms, policies and processes.

If necessary, the Data Protection Lead will approach the complainant to clarify the complaint or to ask for additional information. It may be helpful in the investigation for LearnTech to understand what the desired outcome is; for example, a change in decision, apologise for a mistake or a change in processes.

The Data Protection Lead will keep the complainant up to date with the progress of the investigation and tell them the outcome of their complaint once this is known. The Data Protection Lead will inform them of steps taken to resolve their data protection complaint, and if appropriate, any actions taken as a result. We will also include details of how the individual can complain to the Information Commission if they are not satisfied with the outcome of our process.

LearnTech will maintain a Data Protection Complaints Log to record key information about data protection complaints, including dates received, acknowledge and responded to, and a summary of key steps taken, outcome of the complaint and any actions taken as a result of the complaint. The Data Protection Complaints Log is reviewed quarterly to ensure that any actions have been implemented, patterns or trends can be identified to take steps to prevent future complaints and lessons learned are shared across the organisation.