



SARAH MARKS
HYPNOTHERAPY

Data Protection Complaints Procedure

Purpose

This procedure explains how clients and other individuals can raise concerns or make a complaint about how their personal information is collected, used, stored, shared or otherwise processed by Sarah Marks Hypnotherapy.

I am committed to handling personal information fairly, securely and in accordance with UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Who Can Make a Complaint?

Any individual whose personal information is processed by Sarah Marks Hypnotherapy may make a complaint. This includes:

- Current clients
- Former clients
- Prospective clients
- Parents or guardians acting on behalf of a child
- Authorised representatives acting on behalf of an individual

How to Make a Complaint

Sarah Marks, as Data Controller, is responsible for receiving, investigating and responding to data protection complaints. Complaints may be submitted in writing by:

Email

sarah@sarahmarkshypnotherapy.com

Post

541 Broadgate, Weston Hills, Spalding, Lincs PE12 6DB.

To help me investigate your complaint, please provide:

- Your name and contact details
- A description of your concern
- Any relevant dates
- Copies of any supporting documents where appropriate
- Details of the outcome you would like

If you require assistance in making your complaint, reasonable support will be provided where possible.

Acknowledgement of Complaints

All data protection complaints will normally be acknowledged within 5 working days and in all cases within one month of receipt.

The acknowledgement will:

- Confirm that the complaint has been received
- Explain the next steps in the process
- Provide an estimated timescale for a full response
- Request any additional information required to investigate the matter

Wherever possible, concerns will be resolved informally and at the earliest opportunity. Where a concern cannot be resolved informally, it will be handled through the formal complaints process outlined below.

Investigation Process

Upon receipt of a complaint:

1. The complaint will be recorded in the Data Protection Complaints Log.
2. The details of the complaint will be reviewed to identify:
 - The personal information involved
 - The processing activities concerned
 - Any relevant correspondence, records or documentation
3. Any necessary enquiries will be undertaken, including reviewing:
 - Client records
 - Consent documentation
 - Privacy notices
 - Communication records
 - Relevant policies and procedures
4. Where appropriate, further information may be requested from the complainant.
5. A decision will be made regarding:
 - Whether the complaint is upheld, partially upheld or not upheld
 - Whether any remedial action is required
 - Whether any changes to procedures or practices are necessary

Response Timescales

A full written response will normally be provided within a month of acknowledgement.

Where a complaint is particularly complex and additional time is required, the complainant will be informed of:

- The reason for the delay
- The expected date of response

Every effort will be made to resolve complaints as quickly as possible.

Outcome of the Investigation

The written outcome will include:

- A summary of the complaint
- The findings of the investigation
- Any corrective action taken or proposed
- Information about further rights available to the complainant

Where an error has occurred, appropriate steps will be taken to rectify the situation and prevent recurrence where possible.

Right to Escalate to the Information Commissioner's Office (ICO)

If you are dissatisfied with the outcome of your complaint, you have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection matters.

The ICO can be contacted via:

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

Information and advice line:

0303 123 1113

Post:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

You are encouraged to contact Sarah Marks Hypnotherapy first so that an opportunity can be provided to investigate and resolve your concerns.

Record Keeping

All data protection complaints will be recorded in the Data Protection Complaints Log, including:

- Date received
- Complainant name
- Nature of complaint
- Actions taken
- Outcome
- Date closed

Complaint records will be retained in accordance with the practice's Data Retention Policy.

Review

This procedure will be reviewed annually, or sooner if there are significant changes to data protection legislation, ICO guidance or practice operations.

Review date: June 2026

Next scheduled review: June 2027