

Data Protection Complaints Procedure

Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Roots HR's handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

Responsibilities

All employees, workers, associates and Directors are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to Roots HR's Data Protection Officer.

The Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

Procedure

Roots HR, as data controller, will supply the contact details of our Data Protection Officer in our Data Protection Policy, Privacy Notices, and on our website within our Privacy Policy. Roots HR provides data subject(s) with appropriate privacy notices.

Data subjects are able to complain to Roots HR about:

- how their personal data has been processed;
- how their request for access to their data has been handled;
- how their complaint has been handled;
- how to appeal against any decision made following a complaint.

Data subject(s) seeking to lodge a complaint are able to do so direct to the Data Protection Officer whose email details are alisonsmith@rootshr.org.uk

1. Complaints received are directed to the Data Protection Officer for resolution.
2. Complaints will be investigated by the Data Protection Officer.
3. Roots HR endeavours to resolve any complaints as soon as reasonably practicable.

In some scenarios Roots HR may refuse to handle the complaint. This will be when a complaint is deemed to be manifestly unfounded, abusive, vexatious or excessive. Each complaint will be considered on a case-by-case basis. The following factors will be taken into consideration:

- the data subject has explicitly stated that they intend to cause disruption (whether in the complaint, or in other correspondence), and has threatened individuals;
- the data subject has made unsubstantiated accusations against individuals, and is persisting in those accusations;
- the data subject is targeting particular individuals, against whom they have a personal grudge;
- the data subject makes frequent complaints intended to cause disruption; and
- the data subject continues to repeat the substance of previous complaints which have already been investigated.

Where a complaint is deemed to be manifestly unfounded, excessive, abusive or vexatious Roots HR will contact the individual and in a reasonable timeframe explain to them the reasons for refusing to consider the complaint, and their right to make a complaint to the ICO.

Roots HR, through provision of the Privacy Policy and Privacy Notices also informs the data subject(s) of their right to complain directly to the supervisory authority (the Information Commissioners Office).

Implementation, monitoring and review of this policy

This policy will take effect from 7th July 2025. The CEO has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and additionally whenever there are relevant changes in legislation or to our working practices. Any additions or revisions to this policy will be communicated to you where appropriate.

Any questions or concerns about the interpretation or operation of this policy should be taken up in the first instance with the CEO.