



DATA PROTECTION COMPLAINTS PROCEDURE

- If any individual wishes to raise a complaint about how Leeds Arts University, in its capacity as Data Controller, uses personal information, then these can be submitted using the [Data Protection Complaints Form](#).
- Complaints can be made if there has been a suspected infringement of the UK GDPR or Part 3 of the Data Use and Access Act (DUAA). Examples of where a complaint may be investigated include in relation to a data breach that has impacted an individual, Leeds Arts University's response to a Data Subject Access Request, or suspected mis-use of personal data.
- Upon receipt of a complaint, an initial assessment will be made to ascertain if the complaint is valid and requires investigation. If it is deemed that the complaint can be responded to immediately, without further investigation, then the complainant will be contacted. This may occur, for example, if the complaint does not apply to Leeds Arts University's use of personal data, or if it is clear that no infringement of relevant UK data protection legislation has occurred.
- If it is decided an investigation should be undertaken, additional information may be required from the complainant in order to properly review a complaint. Where this is the case, the investigation will not formally commence until all of the required information has been received from the complainant.
- This procedure addresses complaints made by individual data subjects in regard to the processing of their own personal data. It may also address complaints made by third parties in regard to the University's processing or use of personal data. Anonymous complaints will not be accepted.
- Should a complaint be received from a data subject's representative, and not directly from the data subject themselves, written authorisation granting consent for the representative to act on the data subject's behalf will be required to be evidenced before the complaint can be investigated.
- Proof of identity, such as a valid Passport or Driving Licence, may be required before the complaint is investigated if there is any doubt as to the identity of the

complainant.

- Data Protection complaints will be acknowledged by the Data Protection Officer, or another appropriate member of staff, within 30 days of receipt.
- In accordance with the DUAA, if a complaint is received, the University will take appropriate steps to respond to the complaint. This includes assigning an individual, in most cases the Data Protection Officer, to investigate the subject matter of the complaint, and to make enquiries, to the extent appropriate.
- If the investigation is anticipated to take longer than 30 days, Leeds Arts University will inform the complainant of the progress of the complaint within 30 days following acknowledgement of receipt to the complainant.
- Following conclusion of the investigation, Leeds Arts University will inform the complainant of the outcome of the complaint, via email. If a complaint is upheld, Leeds Arts University will take appropriate action or provide an appropriate remedy. If a complaint is not upheld, the reasons for this will be communicated to the applicant in a timely and accessible manner.
- Following completion of the form, all communications will be directed through the Data Protection Officer inbox: dpo@leeds-art.ac.uk
- If the complainant is not satisfied with the outcome of the investigation, they can request a review of the decision. Review requests must be made within 4 weeks of the original decision being communicated. Review requests should be directed to dpo@leeds-art.ac.uk where they will be reviewed by an appropriate member of staff with no prior involvement with the initial investigation.
- If, following internal review, the complainant remains dissatisfied, they can escalate the matter to the Information Commissioner's Office (ICO). Further details about how to make a complaint to the ICO can be found here: <https://ico.org.uk/make-a-complaint>