

Employee Complaint Process – UK GDPR (Data Protection)

For Employees of Central England Quakers

Purpose

This process provides employees with a clear and fair route to raise concerns about how their personal data has been collected, used, stored, shared or managed by the charity. The charity is committed to handling all concerns promptly, confidentially and in accordance with UK GDPR, the Data Protection Act 2018, and Quaker principles of truth, equality, respect and accountability.

Scope

This process applies to all employees, volunteers, trustees and workers whose personal data is processed by the charity.

Raising a Complaint

Step 1 – Raise the Concern Informally

Where appropriate, employees are encouraged to raise their concern with their line manager or the Data Protection Lead at the earliest opportunity. Many issues can be resolved quickly through discussion and clarification.

Step 2 – Submit a Formal Complaint

If the matter cannot be resolved informally, or is sufficiently serious, the employee should submit a written complaint to the Data Protection Lead (or designated Data Protection Officer where appointed), including:

- a description of the concern;
- relevant dates and supporting information;
- the outcome they are seeking.

Investigation

The charity will:

- acknowledge receipt within **5 working days**;
- review the complaint fairly and impartially;
- investigate the handling of the personal data concerned;
- speak with relevant individuals where necessary;
- maintain confidentiality throughout the process.

Where appropriate, the charity may pause or restrict processing of the disputed data while enquiries are completed.

Outcome

A written response will normally be provided within **30 days**, unless the matter is particularly complex. Where additional time is required, the employee will be informed of the reason and expected timescale.

The outcome may include:

- an explanation of the processing undertaken;
- correction or deletion of inaccurate personal data;
- restriction of processing where appropriate;
- improvements to policies or procedures;
- additional staff training;
- other appropriate remedial action.

Escalation

If the employee remains dissatisfied, they may request an internal review by a trustee (or their nominee) not previously involved in the matter.

Employees also have the right to raise concerns directly with the UK supervisory authority:

Information Commissioner's Office (ICO)

The charity encourages internal resolution where possible but recognises every individual's statutory right to contact the ICO at any stage.

Record Keeping

All GDPR complaints will be recorded securely, retained in accordance with the charity's retention schedule, and reviewed periodically to identify lessons learned and opportunities for continuous improvement.

Non-Retaliation

No employee will suffer detriment for raising a genuine concern about data protection or privacy in good faith. Deliberately false or malicious complaints may be dealt with under the charity's disciplinary procedures.

Approved by Trustees: 4th August 2026