



Hawthorn Housing Co-operative

Data Protection Complaints Policy

Date Approved by Management Committee: August 2026

Date of Review: August 2029

1. Introduction

Hawthorn Housing Co-operative (the “Co-operative”) is committed to ensuring the secure and safe management of data held by the Co-operative in relation to customers, staff and other individuals.

As part of this the Co-operative wishes to ensure that if an individual complains to us about how we process their personal data, we have a robust process in place for handling this complaint and addressing any valid concerns.

1.1. About this document

This process sets out how individuals (**data subjects**) can raise complaints about how the Co-operative collects, uses, stores, shares, or otherwise processes their personal data. It ensures compliance with the UK GDPR, the Data Protection Act 2018 and other data protection laws.

This process applies to all complaints relating to:

- alleged breaches of UK data protection law;
- handling of personal information (accuracy, retention, security, lawful basis, etc.);
- responses to data subject rights requests (e.g., subject access requests).

In this process a “Complaint” means: any expression of dissatisfaction by a data subject about how their personal data has been processed by the Co-operative.

If your complaint includes other service delivery issues or issues which are covered by other legislation (for example a request for review under Freedom of Information) the Co-operative will handle those aspects of your complaint under our relevant policies or legal requirements.

2. How to Submit a Complaint

2.1. How to submit a complaint

Individuals can submit a complaint by:

- Using the complaints form on our website (available www.hawthornhousing.org.uk)
- By submitting a complaint by post to 23a Finlas Street, Glasgow, G22 5DB
- By email to foi@hawhousing.co.uk

2.2. What information should your complaint include?

The Co-operative's complaint form sets out the information required but generally we will require the following information:

- Your name and contact details
- A description of the concern
- Any relevant dates [and supporting evidence]
- What outcome you are seeking

The Co-operative may need to ask you to provide further information in the course of reviewing your complaint.

2.3. Verifying your identity

We may need to verify your identity to progress your complaint. What verification we require will depend on our relationship with you and will be taken on a case-by-case basis and the Co-operative will be reasonable and proportionate about the verification needed.

2.4. Making a complaint on another person's behalf

If you are making a complaint on the data subject's behalf (for example you are their family member or solicitor) the Co-operative will require to be satisfied of evidence of your authority to act on the data subject's behalf in respect of the complaint. If you do not provide this the Co-operative cannot investigate your complaint.

3. Acknowledgement of Complaints

The Co-operative will acknowledge receipt of a complaint as quickly as possible and in any event within 30 calendar days of receipt. This acknowledgement will:

- Confirm receipt of the complaint
- Provide a reference number
- Outline the Co-operative's next steps and expected timescales for dealing with the complaint.

4. Handling Complaints

Upon receipt of a complaint the Co-operative will:

- Assign an appropriate individual (for example the Co-operative's Data Protection Officer or other lead) to manage the complaint
- Conduct an initial assessment of the complaint to determine: if it is within scope and if further information is needed to investigate (for example verification of your identity)
- Take appropriate steps to investigate and respond without undue delay. This includes making enquiries into the matter and reviewing relevant records and processes

During the investigation the Co-operative will keep you informed on the progress of the complaint.

5. Outcome of the Complaint

Once the Co-operative has completed the investigation it will provide you with the outcome of the complaint. This will normally be done in writing. The outcome will include:

- A summary of the issues investigated
- Conclusions reached
- Any corrective action taken (if applicable)
- Information about further escalation options.

6. External Escalation

If you are unhappy with the outcome of your complaint you may refer your complaint to the Information Commission.

The Information Commission is an independent body whose role is to uphold data protection law in the UK. The Information Commission contains information on their website about how to make a complaint: www.ico.org.uk/make-a-complaint/data-protection-complaints/

If you cannot access the internet let the Co-operative know and we can provide the Information Commission's contact details.

You may also seek judicial remedy for certain data protection issues.

7. Record Keeping and Review

The Co-operative will review the outcome of complaints to identify any areas where our performance can be improved.

8. Publication and Accessibility

- 8.1. We will publish this process on our website and in accordance with our obligations under the Freedom of Information (Scotland) Act 2002.
- 8.2. We will ensure reasonable adjustments are made to support those who may need assistance accessing this process and making a complaint. If you require any such assistance please contact the Co-operative Office.

Complaints Form

Hawthorn Housing Co-operative Data Protection Complaints Form

About this form

This form is for individuals who wish to submit a complaint about how Hawthorn Housing Co-operative (the “Co-operative”) has handled their personal data. This includes concerns about how your personal data has been collected, used, stored, shared, or how the Co-operative has handled a data protection rights request (for example a subject access request or erasure request).

You do not have to use this form to make a complaint – you may also contact us by email, post, or telephone. However, using this form will help us investigate your complaint more efficiently.

Section 1 – Your details

Full name

☐ Mr ☐ Ms ☐ Mrs ☐ Mx ☐ Other

Name: _____

Contact details

Email address: _____

Telephone number (optional): _____

Postal address and postcode (optional)

Preferred method of contact

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- ☐ Email
- ☐ Telephone
- ☐ Post

Note the Co-operative may require further information to verify your identity. If this is the case we will contact you and let you know what we require.

Section 2 – Are you complaining on behalf of someone else?

- ☐ No
- ☐ Yes

If yes, please provide:

Your relationship to the individual: _____

Written authority from the individual to act on their behalf in connection with the complaint (attached):

- ☐ Yes
- ☐ No

Please note if you are unable to provide authority we are not able to investigate the complaint.

Section 3 – Details of your complaint

What is your complaint about?

(Please describe your concern clearly, including what personal data is involved and what you believe has gone wrong.)

Relevant dates

(For example, when the issue occurred or when you became aware of it.)

Have you contacted us about this issue before?

- ☐ No
☐ Yes

If yes, please provide details (date, reference number, who you contacted):

Section 4 – Supporting information

Do you have any documents or evidence you would like us to consider?

- ☐ No
☐ Yes (please attach copies, not originals)

Section 5 – Outcome sought

What outcome are you seeking?

(For example, an explanation, apology, or improvement to our processes.)

Section 6 – Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge:

☐ Yes

Date: _____

What happens next

- We will acknowledge receipt of your complaint as quickly as possible and, as a minimum, within 30 calendar days.
- We may contact you if we need further information to investigate your complaint.
- Once our investigation is complete, we will provide you with a response explaining our findings and any action taken.
- If you are dissatisfied with our response, you will be informed of your right to escalate the matter to the Information Commission.

How your data will be used

For information about how your personal will be used please see our Fair Processing Notice.