CDBF Data Protection Complaints Policy

Document Overview

Purpose	This policy sets out how individuals may raise a data protection complaint and how we will deal with and respond to these.
Confidentiality	Public
Document owner	Director of Operations
Status note	Final Document
Distribution	Website
Required Action	Publish on the website
Proposed next step	

Version History

Version	Date	Status Note
1.0	17/10/2025	New complaints policy in line with the Data Use and Access Act 2025 (DUAA)

CDBF Data Protection Complaints Policy

1. Policy Statement

1.1. The Coventry Diocesan Board of Finance (CDBF) takes its legal obligations under the UK General Data Protection Regulation (UK-GDPR) and Data Protection Act 2018 (DPA) very seriously. We are committed to providing a professional and effective service to those who may be affected by our data processing activities and strive to investigate complaints in a prompt and effective manner and in accordance with Data Protection Laws.

2. Purpose

2.1. This policy sets out how individuals may raise a data protection complaint and how we will deal with and respond to these.

3. Aims

3.1. The CDBF aim to address all data protection complaints and concerns quickly and informally in the first instance. This Policy aims to:

3.1.1. Make the complaints procedure easy and accessible.

3.1.2. Deal with complaints and concerns expeditiously and courteously.

3.1.3. Advise how we will keep individuals informed.

3.1.4. To provide a clear and timely response to concerns.

4. Scope

4.1. This policy applies to complaints relating to how we have handled an individual's Personal Data or dealt with their data rights. This may include (but not limited to):

4.1.1. Occasions where a Data Subject feels their Personal Data is not being Processed in line with our Privacy Notice(s) or other information or Data Protection Laws.

4.1.2. Occasions where a Data Subject has adversely affected by a Personal Data Security Breach, caused by or involving the CDBF.

4.1.3. Occasions where a Data Subject feels we have not dealt with a request to exercise their Data Subject Rights correctly.

4.1.4. Occasions where a Data Subject feels we have not provided a timely response to a previously submitted Data Protection query or concern.

4.2. This Policy does not cover general service complaints where they are not related directly to Data Protection matters. These concerns will be dealt with in line with the CDBF's Compliments, Comments and Complaints Policy.

5. How to make a complaint

5.1. To submit a data protection complaint to us about how we have handled your personal data or your data rights, individuals can:

5.1.1. Write to us at: 7 Priory Row, Coventry, CV1 5EX

5.1.2. Email our Data Protection officer: dpo@coventry.anglican.org

5.1.3. Use the online complaint form which can be found on our website: https://www.coventry.anglican.org/who-are-we/privacy/data-protection-complaint-form.php

5.2. We take our obligations under the UK-GDPR and DPA 2018 very seriously and welcome the opportunity to make things right. When we refer to 'personal data' we mean information that contains your name or anything that can identify you or another living individual.

5.3. This form should not be used for general service complaints where they are not related directly to Data Protection matters. These are dealt with under CDBF's Compliments, Comments and Complaints Policy. You can find details of our general complaints procedures below:

https://www.coventry.anglican.org/content/pages/documents/dbf-complaints-2025.pdf

6. Timescales

6.1. We will aim to respond to all concerns without undue delay and will acknowledge all concerns within 30 days from receipt of the concerns. There may be some occasions where we need additional time to respond, for example, where it is a complex matter and additional time is needed to fully investigate the concerns. If this is the case, we will let the individual know in a timely manner.

7. Escalation to the Regulator

7.1. We are committed to dealing with all data protection complaints in a timely and courteous manner. However, we understand that there may be occasions where individuals are unhappy with the outcome. Individuals have the right to complain to, or seek advice from, the Information Commission (ICO). Further details are available at: www.ico.org.uk

8. Policy Review

8.1. We will keep this policy under regular review. This version was last updated on 17 October 2025.