

**Revision history:** Inclusion of reference to the Data Use and Access Act 2025 and an individual right to complain in relation to data protection matters.

**To be included as a bullet point after Freedom of Information (FOI), Environmental Information Regulation (EIR) and Data Protection requests How to make a Freedom of Information request - North West Leicestershire District Council (nwleics.gov.uk):**

Data Protection complaints can be submitted via the Council's [online feedback form](#) by selecting 'Make a Data Protection complaint'. These complaints are managed outside of the corporate complaints process and will be handled in accordance with Data Protection legislation. Further details on can be found on page 10 of this policy.

**To be included as a paragraph:**

**Title:** Data Protection Complaints

The Data Use and Access Act 2025 have formally introduced an individual's right to complain in relation to raising concerns about how their personal data is handled.

Individuals have the right to submit a data protection complaint through a range of channels, including via the Council's online complaints form, which contains an option for data protection matters. Complaints submitted through this route will be referred to and managed by the Information Governance Team.

In accordance with the Act:

- Complaints must be acknowledged within 30 days of receipt.
- A response must be provided without undue delay, considering the complexity and nature of the complaint.

Where an individual remains dissatisfied with the outcome of their complaint, they have the right to escalate the matter to the Information Commissioner's Office (ICO) for independent consideration.

Data Protection complaints are managed outside of the corporate complaints process and are processed in accordance with Data Protection legislation.