

## 1. Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Cognus's handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

## 2. Responsibilities

- 2.1 All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Head of Resources / Head of Resources.
- 2.2 Head of Resources is responsible for dealing with all complaints in line with this procedure.

## 3. Procedure

- 3.1 Cognus has the contact details of its Head of Resources published on its website under the 'About us', 'GDPR' section [found here](#).
- 3.2 Cognus has clear guidelines on how to complain on this page <https://cognus.org.uk/about-us/gdpr/> and provides the email address of the Head of Resources, that enable the data subject to lodge a complaint.
- 3.3 Cognus clearly provides data subject(s) with the privacy notice ([GDPR REC 4.1](#)) by publishing it on its website <https://cognus.org.uk/about-us/gdpr/>, clearly under the 'About us' section.
- 3.4 Data subjects are able to complain to Cognus about:
  - 3.4.1 how their personal data has been processed
  - 3.4.2 how their request for access to data has been handled
  - 3.4.3 how their complaint has been handled
  - 3.4.4 appeal against any decision made following a complaint.
- 3.5 Data subject(s) lodging a complaint with the Cognus's Head of Resources is able to do so by use of the email address supplied on the website or through a written complaint addressed to Richard Slatford, 24 Denmark Road, Carshalton, SM5 2JG.
  - 3.5.1 Complaints received via email or through a written complaint are directed to the Head of Resources for resolution.
  - 3.5.2 Complaints are to be resolved within 28 days, or sooner wherever possible.
  - 3.5.3 Appeals on the handling of complaints are to be resolved within 14 days by the Managing Director acting as a representative nominated by the Board of Directors. The decision of the Managing Director is final.

# COMPLAINTS PROCEDURE (TIER 2)

## Document Control

Reference: GDPR DOC 2.9

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- 3.6 If Cognus fails to act on a data subject's access request within one month, or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. Cognus will also inform the data subject(s) of their right to complain directly to the Information Commissioners Office. In doing so, Cognus provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

### **Document Owner and Approval**

The Head of Resources is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the GDPR.

A current version of this document is available to all members of staff on the Intranet and is published on the Cognus website.

This policy was approved by the Board of Directors on 22 May 2018 and is issued on a version controlled basis under the signature of the Managing Director.

Signature:

Date:

### **Change History Record**

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	Board of Directors	22/05/2018
1.1	Amendment of Job Titles	Managing Director	25/05/2018

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