



Data Protection Complaints Procedure and Form

Procedure

This Procedure and Form aims to outline how to submit a complaint to City of Glasgow College.

You can use this Complaints Form to tell us about a complaint you have about the way we have handled your personal data.

For us to respond to your request, we ask that you submit this request electronically, or via email to dpo@cityofglasgowcollege.ac.uk or in writing by post to Data Protection Officer, City of Glasgow College, 190 Cathedral Street, Glasgow, G4 0RF. To handle your complaint, we will require to record and process your personal data. We may also require to ask you to provide identification to prove who you are. This is based on our legitimate interest of handling complaints. For more information on how we handle personal data and your data subject rights, please visit our Website Privacy Notice available at www.cityofglasgowcollege.ac.uk.

We shall acknowledge your request within 30 days of receipt of a valid request and will take appropriate steps to respond to the complaint and inform you of the outcome of our investigation without undue delay. We take complaints about our data handling seriously and look to resolve complaints wherever possible. However, if we are unable to resolve your complaint to your satisfaction, you also have the right to refer any concerns you may have regarding our use of your information to the Information Commissioner (www.ico.org.uk) or exercise your rights in Court.

Your Contact Information

Please provide your information in the space below.

We will only use the information you provide on this form to identify you, investigate your complaint, and provide you with a response.

Full name:	
Home Address:	
Phone Number:	
Email Address:	
What is your relationship with us e.g. service user, employee, customer, supplier etc.?	
Are you making this complaint on behalf of another person? If yes, please provide details and evidence of your ability to do so. This may	

take the form of a Power of Attorney or written letter signed by the data subject.	
Are you or the individual you are making this complaint on behalf of (if applicable) under the age of 16? If yes, please provide details.	

Our standard response format is via secure email, if you would prefer to receive our response in another way, or if you require any reasonable adjustments to receive a response, please specify this here:

Complaint Details

Please provide as much detail as possible about the incident your complaint relates to. Information such as time frames, dates, names, the format of correspondence, etc. will help us to investigate your complaint quickly and effectively. You will also have the opportunity to upload any supporting documents which you believe to be relevant to your complaint.

We may contact you for additional information if the scope of your complaint is unclear or does not provide us with sufficient information to allow us to conduct our investigation. Where we need additional information or to verify your identity (to confirm you are entitled to receive the response to your complaint) we will begin processing your complaint when we have that information.

Supporting Documents:

Please attach copies of any documents which you believe are relevant to your complaint. This will allow us to more effectively investigate.

Signature and Acknowledgement

I, _____, confirm that the information provided on this form is correct and that I am the person whose name appears on this form. I understand that:

- City of Glasgow College may need to confirm proof of identity and may need to contact me again for further information.
- City of Glasgow College may not be able to respond to my complaint if they do not receive all of the required information to process my complaint.

Signature:

Date: