



Angling Trust/Fish Legal

PD104 – Angling Trust/Fish Legal Data Privacy
Complaint Policy

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1. Purpose of this Policy

This Privacy Complaint Policy explains how members, volunteers, staff, and other individuals can raise concerns about how our organisation handles their personal data. Under the **Data Use and Access Act 2025**, all organisations must maintain and operate a transparent and accessible complaints process for data protection concerns.

2. The Right to Complain

Individuals have a statutory right to complain directly to us if they believe we have mishandled their personal data. This includes concerns relating to data breaches, subject access requests, accuracy of data, retention, or any other matter involving the processing of your personal information.

We will always encourage Individuals to raise their concerns with us first before contacting the Information Commissioner's Office (ICO), as required under the DUA Act.

3. How to Make a Privacy Complaint

We provide several ways for Individuals to submit a data protection complaint, as recommended by ICO guidance:

- Email (preferred)
- Postal letter
- Telephone request

As a Data Controller, we must provide accessible routes for complaints, which may include email, post, telephone, or adaptation of existing complaints processes.

Full contact details are available in our Privacy Notice.

4. What Happens After we receive a Complaint

4.1 Acknowledgement

We will acknowledge the complaint **within 30 days**, as required by the DUA Act.

4.2 Our Investigation

We will investigate the issue without undue delay, which may include:

- Reviewing relevant records
- Making enquiries with staff or volunteers involved
- Requesting further information from the individual

- Assessing compliance with relevant data protection obligations

As a Data Controller, we will take appropriate steps to respond “without undue delay” and keep complainants informed.

4.3 Outcome Communication

We will explain our findings and any action taken **without undue delay**.

ICO guidance suggests organisations should provide outcomes within approximately three months unless exceptional circumstances apply.

5. If the Individual is Not Satisfied

If the individual is dissatisfied with our response, they may escalate the matter to the **Information Commissioner’s Office (ICO)**. The ICO will typically expect that they have raised the matter with us first.

6. What is Not a Privacy Complaint

Some issues may relate to customer service, membership queries, or internal grievances rather than data protection matters. Examples include dissatisfaction with expedited requests or HR grievances accompanied by a request for information. These types of issues are **not** considered data protection complaints under ICO guidance. We may ask for clarification if the request is unclear.

7. Continuous Improvement

We monitor complaints trends to improve our data handling practices and ensure compliance. The ICO may also review complaint trends across organisations to identify compliance risks.

8. Appendix 1

Angling Trust / Fish Legal Privacy Notice (Customer Facing - Website)

We are committed to protecting your personal information and handling your data in a way that is transparent, fair, and secure. If you ever have concerns about how we use your data, you have the right to tell us — and we take those concerns seriously.

Your Right to Complain

Under the **UK Data Use and Access Act 2025**, you have a legal right to complain directly to any organisation about how your personal data is being handled. This includes issues such as data breaches, how long we keep your information, or how we respond to your privacy rights requests.

In most cases, the **Information Commissioner's Office (ICO)** expects you to raise your concern with us first so we can try to resolve it.

How to Contact Us About a Privacy Concern

You can contact us using any of the following methods:

- **Email**
- **Post**
- **Telephone**

Full contact details are listed in our Privacy Statement (<https://anglingtrust.net/privacy-statement/>).

What Happens Next

When you submit a privacy complaint:

1. **We will acknowledge your complaint within 30 days.**
This acknowledgement period is a legal requirement under the DUA Act.
2. **We will look into the issue without undue delay.**
This may involve checking our systems, records, or processes and following up with you if we need more information.
3. **We will keep you informed.**
If the issue takes time to investigate, we'll update you along the way.
4. **We will provide you with an outcome as soon as possible.**
ICO guidance suggests organisations should aim to resolve complaints within approximately three months unless there are exceptional circumstances.

If You're Still Not Happy

If you feel we haven't resolved your concern properly, you can contact the **Information Commissioner's Office (ICO)**. They oversee data protection in the UK and can review your complaint. However, they will normally check that you have tried to resolve the issue with us first.

What Isn't Considered a Privacy Complaint

Certain issues — like customer service problems, general membership queries, or HR grievances — may not fall under data protection rules even if they involve your personal information. For example:

- dissatisfaction with how quickly we handled a request when the legal deadline was met,
 - customer service complaints paired with a request to delete your data.
- These are not considered data protection complaints under ICO guidance.

If we're unsure which category your issue fits into, we may ask you for clarification.

Version Control	
Issue Date	June 26
Version number	1.0
Document Owner	Paul Gant/Samurai