

## **Data Protection Complaints Procedure**

This procedure is exclusively for dealing with complaints in relation to the operation of the Data Protection Act within Flintshire County Council. Where you are dissatisfied with the way that any Data Protection issue relating to yourself has been dealt with and you have been unable to obtain satisfaction through discussion with the officer dealing with the matter then you are encouraged to use the following procedure.

### To make a complaint

Please contact our Data Protection Officer on:

[dataprotectionofficer@flintshire.gov.uk](mailto:dataprotectionofficer@flintshire.gov.uk)

or

Data Protection Officer  
Information Governance  
County Hall  
Mold  
CH7 6NA

### Acknowledging your complaint

Your complaint will be acknowledged and consideration given to the best way of dealing with it. You will be informed within 7 working days of the way the complaint will be dealt with and a timescale of when a response will be made to it. If any indicated timescale is not met you will receive an explanation for this and an updated timescale.

### Further action

If you remain dissatisfied with the time the Council is taking to deal with your complaint or with our response, you may wish to pursue the matter with the Information Commissioner by contacting:

[casework@ico.org.uk](mailto:casework@ico.org.uk)

or

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113