

1. Introduction

Changes to the Data (Use and Access) Act 2025 (DUAA), which amends the UK GDPR and the Data Protection Act 2018, became effective as from 19 June 2026.

Such changes introduced the requirement for parish councils to implement a formal data protection complaints procedure hence, this procedure addresses the mechanism by which people may lodge complaints regarding the application of personal data security by Streatley Parish Council (SPC) and the response which will be applied.

2. Data Protection Complaint Validity

Any person has the right to complain to SPC if it is considered that SPC may not have handled personal information responsibly and in line with good practice.

Complaints to SPC may be raised by a person, in respect of the associated personal information of the applicant or other people information, if it is considered that SPC:

1. has not properly responded to a formal request for personal information;
2. is not keeping information secure;
3. holds inaccurate information;
4. has disclosed information;
5. is keeping information for longer than is necessary;
6. has collected information for one reason and is using it for another; or
7. has not upheld any of the relevant [data protection rights](#).

3. Complaints Submissions to SPC

An official correspondence template, such as in Appendix 1, may be emailed or posted to the SPC Clerk, including full details of the concern. Correspondence may also be submitted to the SPC Chairman. If SPC responds but it appears they have misunderstood you, or not given a full response, you should enter into correspondence to provide clarification or additional examples as to the perceived concern.

All relevant details should be included in the submitted narrative, such as account or patient numbers to help the organisation identify the applicant. Attached should be copies of all the key documents to provide evidence concerning the complaint. Originals should not be sent, as these might be needed later. Additional documentation concerning non-related subjects should not be included.

Check the SPC website or call one of the published numbers to ensure the correct address is used.

Allow SPC one month to respond to a complaint or request from the date of receipt.

Depending upon the issue raised, It may differing periods of time to assess the presented evidence and understand the required corrective action if applicable.

Polite expediting of an SPC response is appropriate as the indicated response time approaches or is exceeded. Clarifications should be sought if any response is considered not to address the issue or is otherwise considered unsatisfactory in relation to the complaint and associated prevention of continued perceived mis-management of personal information.

SPC are obligated to clearly explain why personal information is used or why a request for explanation has been refused.

If SPC returns a response which is considered unclear or incomplete, you should write to SPC to ask for clarification. The template as per Appendix 2 may be adopted..

4. Complaint Forwarding to the Information Commissioners Office (ICO)

If you have followed the above steps or SPC is refusing to respond to you, you can [complain to the ICO.](#)

Before you submit a complaint about SPC you should read about [what to expect from the ICO.](#)



Signed :

Colin Smith
Chairman, Streatley Parish Council

Date : 11 June 2026

Appendix 1 – Initial Complaint Correspondence Example Template

[Applicant full address]

[Phone number]

[The date]

[Streatley Parish Council address]

Dear *[Sir or Madam / name of the SPC Recipient]*

[Reference number (if used)]

Data Protection Complaint

[Insert Applicant full name and address and any other details such as account number to help identification]

I am concerned that you have not handled personal information properly.

[Insert details of the complaint, explaining clearly and simply what has happened and, where appropriate, the resultant personal effect.]

I understand that before reporting my complaint to the Information Commissioner's Office (ICO) I should give SPC the opportunity to address the matter. If, when I receive your response, I would still like to report my complaint to the ICO, I will forward them a copy of it to consider.

You can find guidance regarding SPC obligations under information rights legislation on the ICO's website (www.ico.org.uk) as well as information on their regulatory powers and the action they can take.

Please send a full response within 30 days. If you cannot respond within that timescale, please tell me when you will be able to respond.

If there is anything you would like to discuss, please contact me on the following number *[insert telephone number]*.

Yours faithfully

[Insert Signature]

Appendix 2 – Follow-Up Complaint Correspondence Example Template

[Applicant full address]

[Phone number]

[The date]

[Streatley Parish Council address]

Dear [Sir or Madam / name of the SPC Recipient]

[Reference number (if used)]

Information rights complaint.

[Insert Applicant full name and address and any other details to help identification, for example an account number.]

I am writing, further to your recent letter/email, to gain further clarification regarding my information rights complaint.

In accordance with the accountability principle of the DPA 2018, Streatley Parish Council has an obligation to clearly explain why my personal data is being used in the indicated manner and to explain why any related request has been refused.

Accountability is one of the key principles in data protection law – ensuring organisations are demonstrably responsible for legislation compliance.

Hence, please provide further clarification regarding.....

[Insert details of what you don't understand. You should refer specifically to the response you have already received where appropriate]

I understand that before reporting my complaint to the Information Commissioner I am required to provide SPC the opportunity to furnish a full explanation as to the matter in question. If, when I receive your response, I would still like to report my complaint, I will forward to the ICO a copy of your response to consider.

Obligation guidance may be found under information rights legislation on the ICO website together with information on their regulatory powers and the action they can take.

Please send a full response within one calendar month. If you cannot respond within that timescale, please tell me when you will be able to respond.

If there is anything you would like to discuss, please contact me on the following number [Insert telephone number].

Yours sincerely

[Insert Signature]