

Yoker Housing Association Limited - Data Protection Complaints Form

About this Form

This form is for individuals who wish to submit a complaint about how Yoker Housing Association Limited (the Association) has handled their personal data. This includes concerns about how an individual's personal data has been collected, used, stored, shared, or how the Association has handled a data protection rights request (e.g. a subject access request or erasure request).

You do not have to use this form to make a complaint – you may also contact us by email, post, or telephone. However, using this form will help us investigate your complaint more efficiently.

Section 1 – Your Details

Full Name	
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Mx <input type="checkbox"/> Other
Name:	
Contact Details	
Email Address	
Telephone Number	
Address	
Preferred Method of Contact	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> Telephone

Note: the Association may require further information to verify your identity. If this is the case we will contact you and let you know what we require.

Section 2 – Are you Complaining on Behalf of Someone Else?

Are you complaining on behalf of another individual? No Yes

If yes, please confirm your relationship to the individual: _____

Have you provided written authority from the individual to act on their behalf in connection with the complaint?:

Yes No

Please note: If you are unable to provide authority we will not be able to investigate the complaint.

Section 3 – Details of your Complaint

What is your complaint about?

(Please describe your concern clearly, including what personal data is involved and what you believe has gone wrong.)

Please provide relevant dates

(For example, when the issue occurred or when you became aware of it.)

Have you contacted us about this issue before? Yes No

If yes, please provide details (for example, date, reference number, who you contacted):

Section 4 – Supporting Information

Do you have any documents or evidence you would like us to consider?

- No
- Yes (please attach copies, not originals)

Section 5 – Outcome Sought

What outcome are you seeking?

(For example, an explanation, apology, or improvement to our processes.)

Section 6 – Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge: Yes

Date: _____

What Happens Next

- We will acknowledge receipt of your complaint as quickly as possible and, as a minimum, within 30 calendar days.
- We may contact you if we need further information to investigate your complaint.
- Once our investigation is complete, we will provide you with a response explaining our findings and any action taken.
- If you are dissatisfied with our response, you will be informed of your right to escalate the matter to the Information Commissioner’s Office (ICO).

Please see our Data Protection Complaints Process, available at <https://www.yokerha.org.uk/data-protection-complaints-process/> for more information on how your complaint will be handled.

How your Data will be Used

For information about how your personal will be used please see our Fair Processing Notice which can be accessed online by visiting <https://www.yokerha.org.uk/data-protection/>