

Introduction

Yoker Housing Association Limited (the Association) is committed to ensuring the secure and safe management of data held by the Association in relation to customers, staff and other individuals.

As part of this, the Association wishes to ensure that if an individual complains to us about how we process their personal data, we have a robust process in place for handling this complaint and addressing any valid concerns.

About this document

This process sets out how individuals (Data Subjects) can raise complaints about how the Association collects, uses, stores, shares, or otherwise processes their personal data. It ensures compliance with the UK GDPR, the Data Protection Act 2018 and other data protection laws.

This process applies to all complaints relating to:

- Alleged breaches of UK data protection law;
- Handling of personal information (accuracy, retention, security, lawful basis, etc.); or
- Responses to data subject rights requests (e.g. subject access requests).

In this process, a complaint means “any expression of dissatisfaction by a data subject about how their personal data has been processed by the Association”.

If your complaint includes other service delivery issues or issues which are covered by other legislation (for example a request for review under Freedom of Information), the Association will handle those aspects of your complaint under our relevant policies or legal requirements.

How to Submit a Complaint

How to submit a complaint

Individuals can submit a complaint by:

- Using the complaints form that can be downloaded from our website at https://www.yokerha.org.uk/data/Data_Protection_Complaints_Form_2026_06_02_10_22_05.pdf or
- By submitting a complaint by post to Data Protection Officer, Yoker Housing Association Limited, 2310 Dumbarton Road, Yoker, Glasgow, G14 0JS.

What information should your complaint include?

The Association’s complaint form sets out the information required, but generally, we will require the following information:

- Your name and contact details
- A description of the concern
- Any relevant dates and any supporting evidence
- What outcome you are seeking

The Association may need to ask you to provide further information in the course of reviewing your complaint.

Verifying your identity

We may need to verify your identity to progress your complaint. What verification we require will depend on our relationship with you and will be taken on a case-by-case basis. The Association will be reasonable and proportionate about the verification needed.

Making a complaint on another person's behalf

If you are making a complaint on the data subject's behalf (e.g. you are their family member or solicitor), the Association will require satisfactory evidence of your authority to act on the data subject's behalf in respect of the complaint. If you do not provide this, the Association cannot investigate your complaint.

Acknowledgement of Complaints

The Association will acknowledge receipt of a complaint as quickly as possible, any in any event, within 30 calendar days of receipt. This acknowledgement will:

- Confirm receipt of the complaint;
- Provide a reference number for the complaint; and
- Outline the Association's next steps and expected timescales for dealing with the complaint.

Handling Complaints

Upon receipt of a complaint, the Association will:

- Assign an appropriate individual (e.g. the Association's Data Protection Officer or other lead) to manage the complaint;
- Conduct an initial assessment of the complaint to determine: if it is within scope and if further information is needed to investigate (e.g. verification of your identity); and
- Take appropriate steps to investigate and respond without undue delay. This includes making enquiries into the matter and reviewing relevant records and processes.

During the investigation the Association will keep you informed on the progress of the complaint.

Outcome of the Complaint

Once the Association has completed the investigation it will provide you with the outcome of the complaint. This will normally be done in writing.

The outcome will include:

- A summary of the issues investigated;
- Conclusions reached;
- Any corrective action taken (if applicable); and
- Information about further escalation options.

External Escalation

If you are unhappy with the outcome of your complaint you may refer your complaint to the Information Commissioner's Office (ICO).

The ICO is an independent body whose role is to uphold data protection law in the UK. The ICO provides information on their website about how to make a complaint and this can be accessed by visiting:

www.ico.org.uk/make-a-complaint/data-protection-complaints/

If you cannot access the internet please advise the Association so that we can provide you with the ICO's contact details.

You may also seek judicial remedy for certain data protection issues.

Record Keeping and Review

The Association will review the outcome of complaints to identify any areas where our performance can be improved.

Publication and Accessibility

We will publish this process on our website and in accordance with our obligations under the Freedom of Information (Scotland) Act 2002.

We will ensure reasonable adjustments are made to support those who may need assistance accessing this process and making a complaint. If you require any such assistance please contact the Association's Data Protection Officer.