



Data Protection Complaints Policy

Introduction

Following the introduction of the Data Usage and Access Act (DUAA), and amendments to the Data Protection Act. It is now a requirement that our Association must:

- Give our tenants and customers a channel to make a data protection complaint to our Association
- Set the timeframe for acknowledging receipt of a complaint
- Keep the complainant informed, especially if it is taking time to collect supporting evidence
- Inform without undue delay the complainant the outcome of their complaint

This policy will assist individuals when assessing when and how a data protection complaint can be made to our Association and our approach when receiving and responding to data protection complaints.

What is a data protection complaint?

An individual can make a complaint if they believe that our Association has breached data protection legislation because of the way we have handled their personal information.

For example; an individual may not be happy about how we have responded to a data subject access request, how we have used their personal or sensitive data, the retention of their personal or sensitive data and the accuracy of their data.

We will not consider under our data protection complaint policy, complaints about our customer services or an internal grievance issue, these types of issues will be addressed under other policies such as our Feedback and Complaints Policy or our internal staff policies.

Each complaint will be assessed to understand if it is in fact a data protection complaint.

How can an individual make a data protection complaint.

We accept complaints via the following channels/methods:

- Email to our data privacy manager dpm@manninghamha.co.uk
- Letters hand delivered or via post
- Verbally over the phone
- Via our Associations chatbot
- Verbally in person to a member of staff

Our policy is not to respond to data protection complaints on social media, instead a data protection complaint will be passed to the data privacy manager and handled inline with our policy and internal processes.

What individuals should expect from our Association regarding a data protection complaint.

- We will require proof of ID
- We can accept third party complaints if the third party is authorised to act on the other person's behalf
- We may require evidence or supporting information for us to investigate a complaint
- We will acknowledge a complaint within 30 days
- The acknowledgement may also include a response to the complaint
- We will explain the outcome of the data protection complaint

What if individuals do not agree with our response and continue to complain.

We will in all our responses include a detailed response, however if the individual continues to pursue a complaint that is without merit and intends to cause inconvenience, harassment or expense to MHA, this will be raised with a director to decide on whether it is a vexatious complaint/complainant.

When making this determination we will consider a proportionate response and give regard to provisions made under the Equality Act 2010. If we find that the complainant has any support needs, we will seek advice from any support agencies.

Note: individuals can also make complaints to the Information Commissioners Office (ICO).

Other Relevant Documents

This policy should be read in conjunction with:

- MHA Privacy Notices
- MHA Data Protection Policy
- MHA Feedback and Complaints Policy

Policy Name	Data Protection Complaints Policy
Equality Impact Assessment Completed	Yes
Date Reviewed by the Tenant Forum	10 June 2026
Date to Reviewed by the Customer Experience Committee	8 July 2026
Next Review date	June 2029
Lead Officer	Data Privacy Manager