

Title of Report:	Data Protection Complaints Procedure – As required under the Data (Use & Access) Act 2025
Committee Report Submitted To:	Corporate Policy & Resources
Date of Meeting:	22 September 2026
For Decision or For Information	For Decision
To be discussed In Committee YES/NO	No

Linkage to Council Plan 2026–2031	
Strategic Theme	Priority 5 – Governance Quality & Continuous Improvement
Outcome	Governance and Statutory Compliance
Lead Officer	Data Protection Officer/Information Governance Manager (Interim)

Estimated Timescale for Completion	
Date to be Completed	October 2026

Budgetary Considerations	
Cost of Proposal	N/A
Included in Current Year Estimates	N/A
Capital/Revenue	N/A
Code	N/A
Staffing Costs	N/A

Legal Considerations	
Input of Legal Services Required	NO
Legal Opinion Obtained	NO

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	No	Date:
	EQIA Required and Completed:	No	Date:
Rural Needs Assessment (RNA)	Screening Completed	No	Date:
	RNA Required and Completed:	No	Date:

Data Protection Impact Assessment (DPIA)	Screening Completed:	No	Date:
	DPIA Required and Completed:	No	Date:

1.0 Purpose of Report

- 1.1 The Data Protection Complaints Procedure (Appendix 1) provides a dedicated route for members of the public to raise complaints about how Causeway Coast and Glens Borough Council deal with a complaint in relation to Data Protection.
- 1.2 In accordance with the Data (Use and Access) Act 2025 (DUAA) and the ICO's guidance, it fulfils the statutory requirement for the Council to maintain and operate an internal complaints process specifically for data protection matters, separate from our general complaints procedure.

2.0 Background

- 2.1 The Council's Complaints Handling Procedure does not deal with ***“disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests)”***
- 2.2 The Council is legally required to have a publicly accessible process for handling data protection complaints made by data subjects as required under the Data (Use and Access) Act 2025 (DUAA).

3.0 Proposals

- 3.1 The Data Protection Complaints Procedure (Appendix 1) has been drafted to deal with complaints in relation to Data Protection. Review and approve the contents of the proposed procedure.

4.0 Recommendation

- 4.1 It is recommended that Council approve the Data Protection Complaints Procedure.

Data Protection Complaints Procedure

As required under the Data (Use & Access) Act 2025

Version Control		
Date	Version Number	Author
24 June 2026	1	Data Protection Officer

Data Protection Complaints Procedure

1. Introduction
2. Purpose
3. Scope
4. Procedure
5. Right to external review

1. Introduction

This Procedure provides a dedicated route for members of the public to raise complaints about how Causeway Coast and Glens Borough Council ('the Council') handles their personal data. In accordance with the Data (Use and Access) Act 2025 (DUAA) and the ICO's guidance, it fulfils the statutory requirement for the Council to maintain and operate an internal complaints process specifically for data protection matters, separate from our general complaints procedure.

2. Purpose

The purpose of this procedure is to set out the steps for members of the public to follow when raising a complaint about the handling of their personal data. This ensures complaints are addressed internally first and that individuals receive timely, clear, and outcome-focused responses.

3. Scope

Any data subject (anybody whose personal data has been processed by the Council) has the right to complain to the controller (the Council).

Complaints may include but are not limited to:

- Being unhappy with a response to a subject access request (SAR), or other data protection rights request
- Possible data breaches relating to a data subject
- Being unhappy about the way their personal data has been handled, including but not limited to:
 - Storage and security of personal data
 - How long personal data has been held
 - The accuracy of the personal data held

This procedure does not cover complaints about Freedom of Information or Environmental Information Requests. If you are dissatisfied with any processing relevant to these, please contact: dpo@causewaycoastandglens.gov.uk and we will handle your complaint following Council procedure.

The Council has a range of Complaints Procedures for its other activities. Further information can be found via our Comments, Compliments and Complaints policy: [Complaints Procedure](#)

4. Procedure

If you wish to make a complaint regarding how we have processed your personal information, you can contact the Data Protection Officer via the following methods:

- Email directly to Council's Data Protection Officer:
dpo@causewaycoastandglens.gov.uk
- Write to the DPO: Data Protection Officer
Cloonavin
66 Portstewart Road
Coleraine
BT52 1EY
- Deliver in person to Cloonavin for the attention of the Data Protection Officer

Complaints will be acknowledged without undue delay and within 30 days of receipt.

An investigation will then be undertaken into the matters raised in the complaint, and further information may be requested where necessary.

A response will be provided within one month where possible, and no later than three months from receipt of the complaint. Where a complaint is particularly complex, or where the investigation is expected to take longer than three months for any other reason, the complainant will be updated in writing.

On completion, a written response will be issued setting out the investigation undertaken and the outcome reached.

5. Right to external review

If you remain dissatisfied after you have received the response to your complaint, you have the right to refer the matter to the Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

Postal address: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AFor call 0303 123 1113.

Please note - the ICO will not normally accept complaints more than 3 months after the last contact with an organisation.