Association for Real Change Data Protection Complaints Procedure

This form is designed to help you make a complaint about how we have handled your personal data. You can use it if you think we have not complied with data protection law for example, in how we have collected, used, stored, shared or protected your personal information in line with our obligations under the **Data (Use and Access) Act (DUAA) 2025.**

The form helps us understand your concerns and gather the information we need to investigate your complaint effectively. Completing it will enable us to respond as quickly as possible. However, using this form is optional and you can still contact us by email or post if you prefer.

When the form is complete, please email it to: Martin.Anderson@arcuk.org.uk

How to use this form

Please complete the form with as much detail as possible about your complaint. This should include what happened, when it happened, and what outcome you are seeking. You can also upload or attach supporting documents where relevant.

You will be asked to provide your contact details and, where necessary, proof of your identity so that we can process your complaint securely. If you are making a complaint on behalf of someone else, you must provide their details and evidence that you are authorised to act for them, such as a signed letter of authority or power of attorney.

Once we receive your complaint, we will acknowledge it within 30 days and begin investigating without undue delay. We may contact you if we need further information, and we will keep you informed of progress where appropriate.

After completing our investigation, we will explain the outcome to you, including any action we have taken or the reasons for our decision.

Data Protection Complaint Form

1. Your details

- **Full name:** _____
- **Address:** _____
- **Email:** _____
- **Phone number:** _____

2. Nature of your complaint

(Please tick all that apply)

- ☐ Unlawful use of my personal data
- ☐ Data shared without my consent
- ☐ Inaccurate personal data held
- ☐ Refusal or delay in responding to my data rights request
- ☐ Other (please specify): _____

3. Details of the incident

(Please describe what happened, including dates, times, and any relevant correspondence)

4. Evidence provided

(Attach copies of emails, letters, screenshots, or other supporting documents)

5. Desired outcome

(What would you like Association for Real Change to do to resolve your complaint?)

6. Declaration

I confirm that the information I have provided is accurate to the best of my knowledge.

Signature: _____

Date: _____