

GDPR Data Complaints Policy Summary

If you receive a query from someone who has a complaint about how the University has handled their data, please ask them to access the full policy on our website where they can find the below information and a copy of the complaints form.

The purpose of the policy is to define how the University of Plymouth will undertake the compliance responsibilities to GDPR in dealing with a data complaint from a data subject.

The policy is separate from the [Student Complaints Procedure](#) and [Staff Grievance Procedure](#).

How to make a complaint

Complaints should be submitted on the appropriate form and submitted to:

Data Protection Officer,
Drake Circus
Plymouth
Devon
PL4 8AA
Or dpo@plymouth.ac.uk

The DPO will acknowledge receipt within 3 working days and respond in writing to your complaint within 28 days. If an extension is required it will be agreed between both parties and can be a maximum of 10 days further.

If you are dissatisfied with the way in which your complaint has been handled or the outcome from your complaint then you may write outlining your concerns to the DPO where an Independent member will review your concerns and respond within 28 working days.

If you remain dissatisfied you may forward your complaint to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Further information can be found at <https://ico.org.uk/make-a-complaint/>

Abusive, Persistent or Vexatious correspondence and complaints

It is important to note that for this complaints purpose, it is the complaint which must be vexatious and not the individual making the complaint. It is important to distinguish between people who make a number of complaints because they really think things have gone wrong, and people who are simply being difficult. It must be recognised that complainants may sometimes act out of character at times of anxiety or distress and reasonable allowances should be made for this. Features of the types of complaint and behaviour that the policy covers can be found in the full version [here](#).

Record Keeping

Adequate records will be retained by the DPO of the details of the case and the action that has been taken and retain a record of: Name and address of each individual, when restrictions came into force, what the restrictions are and when everyone involved was advised.

If you require further clarification or information, please read the full policy which is available on our website [here](#).

Send To: DPO, University of Plymouth, Drake Circus, Plymouth, Devon, PL4 8AA United Kingdom