



ARC Data Protection Services

Complaints Policy

Staff Group to whom it applies:	All staff employed by ARC Data Protection Services
How to access the document:	ARC Data Protection computer systems.
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Approved by:	James Barker – Director – ARC Data Protection Services
Amendments/Updates: Version 1.1	New policy created for Business need.

1. Introduction

This policy sets out ARC Data Protection Services approach to receiving feedback about our services, including the management of complaints and/or concerns, comments, and compliments.

All complaints and/or concerns will be:

- Delt with efficiently
- Thoroughly investigated
- Treated with respect and courtesy

All complainants will receive:

- Assistance to enable them to understand ARC Data Protection Services complaint process
- A timely and appropriate response
- Provided an outcome of the investigation of the complaint
- Action taken by ARC Data Protection Services, if necessary, considering the outcome of a complaint.

2. Purpose and Scope

This policy outlines ARC Data Protection Services approach to the management of complaints and concerns.

ARC Data Protection Services clients have a right to have their views heard and acted upon.

The manager for complaints will be ARC Data Protection Services Director who will ensure that a thorough investigation is conducted, and a full response provided to the complainant.

3. Definitions

Feedback is defined in this policy as compliments, cause for concern, comments, complaints or concerns.

4. Aims

Every concern or complaint is an opportunity to improve, and well managed complaints enable ARC Data Protection Services to improve the service for clients.

Failure to deal with complaints appropriately presents a risk to the company; in particular, it can damage the company's reputation either directly through people's own experience, or because of missed opportunities to improve services.

ARC Data Protection Services aims to run a good service and respond to all concerns promptly and effectively to learn lessons to improve the services offered by the company.

5. Expectations on all staff

All staff are expected to be professional when dealing with clients and in the workplace. Staff are therefore responsible for supporting people who wish to provide feedback and to work proactively to resolve any concerns at the time they are raised, if possible.

6. Process for dealing with complaints

All staff are expected to try and resolve any complaints at the time they are raised by contacting the client in the first instance either by telephone, email or letter. If a resolution cannot be found then complaints should be raised to the Director who will consult with the complainant and staff as appropriate.

All formal complaints should be sent to sales@arcmanagementservices.co.uk

If a formal complaint response is required or requested by the client, then the Director will send an acknowledgement letter to the client detailing the expected timescale for a formal response to be received, this will normally be 30 working days.

If for any reason the timescale cannot be met, then the client will be informed of this in writing and a new expected deadline set.

The Director will be responsible for investigating the complaint by gathering information and statements from staff members.

For any complaints relating to data breaches or personal information being held by the company, ARC Data Protection Services Data Protection Officer will be informed and will assist the Director with the complaint investigation and response.

The Director will then create a formal complaints response to be sent to the client.

All communications with the complainant will be by their desired means of contact whether this be by telephone, email, or letter.

To learn lessons and establish any areas of improvement all feedback will be reviewed at least annually, and any themes established with actions set for improvements to be made.

7. Confidentiality

All complaints will be treated in the strictest of confidence and staff will adhere to the company Confidentiality Policy.