



Data protection complaint form

How to make a data protection complaint

Please use this form to make a data protection complaint to us. You don't have to use it, but completing this form will make it quicker and easier for us to investigate and reply to your complaint.

You can submit this complaint form by emailing the completed form to us at **info@sustainpsychology.co.uk** or sending it in the post to **Sustain Psychology, 1 Barnfield Crescent, Exeter, EX11QT**. It will help if you title the email "Data Protection Complaint".

If you make a complaint via our social media channels or any other public channel, we will ask you to email us with your complaint or post your complaint to us so that we can reply securely.

Another person can make a complaint on your behalf. They must complete 3 of the form below.

You can also complain to the Information Commissioner's Office (ICO). If you complain to the ICO before raising your complaint with us, the ICO may ask you whether you have raised your complaint with us first. The ICO can be contacted at www.ico.org.uk or on 0303 123 1113.

Checking your identity

If necessary, we may ask you (and/or the person making the complaint on your behalf) to verify identity. The requested information will need to be provided before we can address your complaint.

Timescales for replying

We will:

- Acknowledge receipt of your complaint within 30 days.
- Investigate your complaint without undue delay and keep you updated on progress.
- Inform you of the outcome as soon as reasonably practicable. Note that if the complaint is complex, we will provide estimated timeframes.

If you are not satisfied with our reply to your complaint, you may contact the ICO directly.

1. Contact information

Please complete the form below with your details so that we can investigate your complaint and communicate with you.

Where not relevant, please insert N/A.

First name and last name:	
Customer account number:	
Customer reference number:	
Telephone number:	
Email address:	
Home address:	
Any other information that may help us identify you (for example, your relationship to our organisation):	

Verifying identity

We need to check your identity before we can respond to your complaint. Please email us a scanned image of one of the following:

☐ Passport or photo identification such as a driving licence.

☐ Birth or adoption certificate.

Please provide a scanned image of your marriage certificate or deed poll if you have changed your name.

Complaints made on your behalf

If someone else is making a complaint on your behalf, please complete the fields below. The person making the complaint on your behalf can complete this section or indeed the whole form if easier.

First and last name:	
Contact address:	
Telephone number:	
Email address:	
Relationship (for example, solicitor, adviser, parent or carer):	
Have you authorised the person named above to act on your behalf in relation to the data protection complaint? If yes, please provide details	
Does the person complaining on your behalf have legal authority to do so (such as power of attorney, parental	

proof, guardianship or complainant's written consent)? If so please provide details	
Should we only contact the person complaining on your behalf or should we also contact you?	

We require proof of legal authority the person raising the complaint to act on your behalf. Please tick the relevant proof:

- ☐ A written consent signed by you.
- ☐ A certified copy of a power of attorney.
- ☐ Evidence of parental responsibility.

We need to verify authority before we can discuss the complaint with the person raising the complaint for you.

2. Description of your complaint

Please complete the following in as much detail and with as much accuracy as you can so that we can investigate the complaint properly.

Date of incident / date of discovery of incident:	
Is the issue continuing?	☐ Yes ☐ No ☐ Not sure

Tell us what your complaint is about including the personal data involved (eg name, email, financial information), what the specific complaint is and how you have been impacted.

Does your complaint involve special category data or other sensitive data?

Please tick all that apply.

- ☐ Health related information.
- ☐ Racial or ethnic origin.
- ☐ Religious or philosophical beliefs.
- ☐ Political opinions.
- ☐ Trade union membership.
- ☐ Genetic or biometric data.
- ☐ Sexual orientation or sex life.
- ☐ Criminal convictions or offences.
- ☐ Financial data.
- ☐ Other sensitive information.

Does your complaint also relate to matters that are not data protection issues, for example, a customer service dispute or billing dispute?

- ☐ Yes.
- ☐ No.
- ☐ Not sure.

If yes, please describe the complaint that isn't related to data protection issues

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Have you previously contacted us about this issue?

- ☐ Yes.
- ☐ No.
- ☐ Not sure.

If Yes, please provide the following details.

Date(s) of contact:	
Method of contact (eg email, telephone, post, online form, in person or other. If other, please provide specific details):	
Name of person or team contacted (if known):	
Summary of response received (if any):	
Please provide any reference numbers from previous correspondence with us:	

Supporting documents

You may provide copies of documents that support your complaint. Do not send original documents and only provide information relevant to your complaint.

Are you providing any supporting documents with this form?

☐ Yes.

☐ No.

If Yes, please describe the documents in the following table.

Documents

Outcome sought

What outcome do you want from this complaint?
Is there anything else you would like us to know?

Signature and acknowledgement

I confirm that the information provided on this form is correct.

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Name

.....

Signature

.....

Date

Authorised person signature

I confirm that I am authorised to act on behalf of the complainant.

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Name

.....

Signature

.....

Date

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