Data Protection Complaints Procedure

Last updated: November 2026

Purpose

Daniela Weetman Counselling is committed to protecting the privacy and personal information of clients, prospective clients and website visitors.

I take concerns about the handling of personal information seriously. This procedure explains how you can raise a data protection complaint and how I will respond.

How to make a complaint

If you have concerns about how your personal information has been collected, stored, used, shared or otherwise processed, you can raise a complaint by contacting me:

Email: info@danielaweetmancounselling.com

You can make a complaint in any format. You do not need to refer to specific legislation or use legal terminology.

Please include, where possible:

- Your name and contact details.
- A description of your concerns.
- Any relevant dates or information.
- What outcome you would hope to achieve, if known.

What happens next?

When I receive your complaint, I will:

- Acknowledge receipt within 7 working days.
- Review the concerns raised and request further information if needed.
- Investigate the matter fairly and take appropriate steps to understand what has happened.
- Keep you informed of progress where appropriate.
- Consider whether any corrective action is required.
- Provide a response explaining the outcome of my investigation and any actions taken.

Response times

I aim to acknowledge complaints within 7 working days.

I will investigate complaints and provide an outcome without unnecessary or excessive delay. The time required will depend on the nature and complexity of the complaint. If further time is needed, I will explain this and keep you informed of progress.

Possible outcomes

Following an investigation, I may:

- Explain the actions already taken and why they were appropriate.
- Correct inaccurate personal information.
- Take steps to address any identified problems.
- Update my procedures where improvements are needed.
- Take other reasonable action to resolve the concerns raised.

I will keep an appropriate record of data protection complaints and the action taken in response, in accordance with my legal and professional responsibilities.

Your right to complain to the ICO

If you remain dissatisfied, or believe your personal information has not been handled in accordance with data protection law, you also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights.

Information Commissioner's Office (ICO)

Website: https://ico.org.uk

Make a complaint: https://ico.org.uk/make-a-complaint/

Review of this procedure

This procedure will be reviewed periodically and updated where necessary to reflect changes in applicable data protection legislation and guidance.