

## **Data Protection Complaint - information leaflet**

From Friday 19 June 2026, you will need to raise any concerns about how your personal information has been handled directly with the organisation first, before contacting the Information Commissioner's Office (ICO).

We take all concerns and complaints seriously and are committed to helping you. If you believe the Trust has not handled personal information correctly - either your own or on behalf of someone else - please contact our Data Protection Officer and Information Governance team using the link below.

### ***Data Protection Complaint Form – MS Forms link***

#### **What happens next?**

- We will acknowledge your complaint as quickly as possible, and within 30 days at the latest.
- We will carefully review your concerns.
- We will respond to you as soon as we can, without unnecessary delay.

Our aim is to resolve your concerns promptly, fairly and transparently.

If you are submitting this complaint on behalf of someone else, you will need to provide a signed authority form confirming that you can act on their behalf. Download and complete the [authority form](#) and send it to [wcnt.dpo@nhs.net](mailto:wcnt.dpo@nhs.net)

#### **Supporting documentation**

To help us process your request, we may ask for:

- Proof of identity for the person making the request,
- Proof of identity for the data subject (if applicable), and/or
- Evidence of authority (eg letter of authority, proof of executorship, or next of kin status).
- Consent form to act on behalf of another person.