

Trinity College

# Data Protection Appeals and Complaints Procedure



Version	Owner	Date	Signed off
V1	Health, Safety, Data Protection Manager	June 2026	June 2026

## Appeals and Complaints Procedure

The following procedure guarantees that any complaints or appeals concerning the management of your personal data are addressed promptly, fairly, and in accordance with data protection legislation.

### Scope

This procedure applies to anyone making a complaint or appeal with regard to the handling or processing of their personal data.

### How to appeal or make a complaint?

Requests for an appeal or a complaint should be submitted formally via email or in writing. This approach ensures that the matter is properly documented and appropriately directed to the relevant staff member within the College. All requests should be sent to: [data.protection@trin.cam.ac.uk](mailto:data.protection@trin.cam.ac.uk)

The request should include:

- Name, contact details
- Details of your complaint or appeal
- Supporting evidence (if applicable.)

### Acknowledgement

The College contact will aim to acknowledge the request at the first possible opportunity, but no longer one month.

### Investigation and/or review

The complaint handler will review the complaint/appeal. It may be necessary for the complaint handler to request further information for clarity. They shall do this in writing.

### Response

Responses will be provided once a full investigation has taken place after careful evaluation and consideration of all the supporting evidence.

### Outcome

The response to the complaint/appeal will:

- Summarise the complaint and internal findings;
- Confirm whether the complaint is upheld, partially upheld or not;
- Detail remedies if applicable.

All internal outcomes are final.

If you are unhappy with our final response, you have the right to complain to the ICO.

[www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint), Telephone: 0303 123 1113

### Record Keeping

All complaints and outcomes will be logged and retained for at least 3 years for audit and compliance purposes