

How to complain

Should you not be entirely satisfied with any aspect of how we have used your data, you have the right to request an internal review.

Anyone can raise a concern about how we have handled their personal information (or information of someone they act on behalf of).

Our procedure for raising your concerns can be found on our website. You may also find it useful to use our complaint form which can be found here on the website.

We will acknowledge receipt of your complaint within 30 days. Our acknowledgement will confirm we've received it and that we are looking into it. We will carry out a thorough internal review and provide a full response without undue delay.

Sometimes we can investigate and provide a full outcome within 30 days. In that case, we may not send a separate acknowledgement first.

Should you not be entirely satisfied with any aspect of how we have used your data, you can also complain to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113