

## **University of Exeter**

### **Data Protection and Freedom of Information: Complaints Procedure**

#### *1. The University's Commitment*

- 1.1 The University aims to comply with all its obligations under the Data Protection and Freedom of Information Acts and is committed to delivering to a high quality, efficient and fair service to all applicants. However, if an applicant is unsatisfied with the way a request has been dealt with or has a complaint about the Publication Scheme he/she has the right to complain.
- 1.2 The University aims to handle complaints in a fair and efficient manner that encourages informal and early resolution. This procedure outlines the University's process in dealing with complaints arising in handling requests.
- 1.3 The University will deal with all complaints received as quickly and effectively as possible.

#### *2. The Freedom Of Information Internal Complaints Procedure*

- 2.1 If you are not satisfied with the response to you Freedom of Information request you can request an internal review within 60 days of the date of the response letter, in writing to the Information Governance Manager. You should present full details of the nature of the complaint and it is helpful if you state what reasonable steps you believe should be taken to resolve the complaint.
- 2.2 The University will acknowledge receipt of the complaint by return. A full investigation will be carried out into the complaint.
- 2.3 In order to ensure that a full and independent investigation is carried out it will be led by a senior member of the University who was not involved in compiling the initial response this will vary between cases but is likely to be a member of the University Management Team.
- 2.4 A response will normally be provided within 20 working days. If the investigation is expected to take longer than 20 working days the University will inform the applicant when they should expect to receive a response.

#### *3. The Data Protection Complaints Procedure*

- 3.1 If you are not satisfied with the response to you Subject Access Request you can request a review by the Data Protection Officer within 60 days. You should present full details of the nature of the complaint and it is helpful if you provide any additional information to support identify any additional information.
- 3.2 If you have any other concerns relating to data protection legislation you can raise them in writing to the University Data Protection Officer and/or the Registrar and Secretary. You should present full details of the nature of the concern and it is helpful if you state what reasonable steps you believe should be taken to resolve the complaint.
- 3.3 The University will acknowledge receipt of the complaint by return. A full investigation will be carried out into the complaint, this may be led by the Data Protection Officer, and Investigating Officer or a member of the University Management Team.
- 3.4 A response will normally be provided within 20 working days. If the investigation is expected to take longer than 20 working days the University will inform the applicant when they should expect to receive a response.

#### *4. External Complaints Procedure*

- 4.1 If the applicant has exhausted the University's complaints procedure as defined above and remains unsatisfied with the response provided by the University, they have the right to

contact the Information Commissioner for further investigation. Applicants should contact the Information Commissioner directly at:

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

*4 University Contacts*

**4.1 Information Governance Manager &  
University Data Protection Officer,  
Lafrowda House,  
St Germans Road,  
Exeter EX4 6TL  
[dataprotection@exeter.ac.uk](mailto:dataprotection@exeter.ac.uk)**

**Registrar and Secretary,  
Northcote House,  
The Queens Drive,  
Exeter, EX4 4QJ**

Rhiannon Platt  
Information Governance Manager & University Data Protection Officer  
November 2017