

Complaints Handling Procedure

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Version Control				
Title	Complaints Handling Procedure			
Description	To ensure that all complaints about data protection and information security get handled in the correct manner, ensuring there are records of what is submitted and how the complaint is handled.			
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Contents

Purpose	2
Prerequisites.....	3
Conditions.....	3
Outcomes.....	3
Management and Review.....	3

Purpose

The purpose of this procedure is to ensure that all complaints about data protection and information security get handled in the correct manner, ensuring there are records of what is submitted and how the complaint is handled. This procedure should not be used as replacement for the Reporting Information Security Weaknesses and Events Procedure which has strict requirements on what can be reported and how.

Prerequisites

- The staff in the information security department must have had training on handling complaints.
- The following policies and procedures are current, available and up to date:
 - Communication Policy

Conditions

- A third party that is not under contract for the company has a concern about data protection or information security.
- The third party has communicated the complaint to the company through one of the channels defined in the Communication Policy.
- The complaint is genuine, that is it contains information that is verifiable, is from an identified party and the information is conveyed without malicious intent or content.

Outcomes

- The party issuing the complaint has received an acknowledgement of the complaint and any actions taken.
- The complaint has been investigated and if necessary reported and actioned.
- The complaint contained malicious intent or content and not was actioned.

Management and Review

This document must be reviewed at every 12 months or earlier if there is a change to systems or is a need to update policies due to enhancements in security, software or additions to legislation.

Last Review Date: 16/05/2018

Next Review Date: 16/05/2019