

Keystone Development and Training Ltd

Data Protection Complaints Procedure

Last updated: June 2026 | Review due: June 2027

1. About this procedure

This procedure explains how Keystone Development and Training Ltd handles complaints about data protection. It has been written in line with the requirements of the UK GDPR, the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

You have the right to complain to us if you believe we have not handled your personal information correctly. This includes, but is not limited to:

- how we collected or used your personal information
- how long we have kept it
- whether it is accurate
- how we responded to a subject access request or other rights request
- the security measures we have in place

You do not need to use legal language or cite specific legislation to make a complaint.

Who this applies to

This procedure applies to Keystone Development and Training Ltd clients, including organisations commissioning the Expert to Enabler programme or other bespoke L&D consultancy and design work.

Keystone Development and Training Ltd may hold personal data relating to client contacts, learners and participants in commissioned programmes. The type of data we hold will depend on the nature of the work agreed.

2. How to make a complaint

You can submit a complaint by email. Please send it to:

Email: sheridan@keystonedevdevelopment.co.uk

Contact: Sheridan Webb

Please include as much detail as you can about your concern, including your name and a description of the issue. If you are complaining on behalf of someone else, you will need to confirm you are authorised to do so (for example, with a signed letter of authority from that person).

We may ask for proof of identity before we investigate, particularly if the complaint relates to access to personal information.

3. What happens after you complain

Acknowledgement

We will acknowledge your complaint within 30 days of receiving it. In straightforward cases, we may be able to provide a full response within this timeframe.

Investigation

Once we have acknowledged your complaint, we will look into it without unnecessary delay. This means we will:

- review the relevant facts carefully and fairly
- check our own records, policies and procedures
- speak to anyone within Keystone Development and Training Ltd who may have relevant information
- consider what outcome you are looking for, if you have indicated this

The time this takes will depend on the complexity of your complaint. We will keep you updated as the investigation progresses.

Outcome

Once the investigation is complete, we will let you know the outcome without unnecessary delay. We will explain what we found, what action (if any) we are taking, and our reasoning.

If you are not satisfied with the outcome, you can ask us to review our decision.

4. If you remain unhappy

You also have the right to complain to the Information Commissioner's Office (ICO) at any stage, including before we have completed our own process. You do not have to wait for us to respond first.

Information Commissioner's Office (ICO)

Website: ico.org.uk/make-a-complaint

Phone: 0303 123 1113

5. Record keeping

We keep a record of all data protection complaints we receive, including the date, a summary of the issue, how we responded, and the outcome. We retain these records in line with our data retention policy and do not keep personal information for longer than necessary.

Questions about this procedure? Contact us at sheridan@keystonedev.com