

How do I make a data protection complaint?

Anyone can make a data protection complaint about BAPM. If you have a complaint, please contact us first so that we can try and resolve the issue.

The best way to submit a data protection complaint to us is to email bapm@rcpch.ac.uk so we can respond to you efficiently and securely.

If you wish, you can make a complaint by other means, such as by phone or by social media. As social media is not a very secure communication method, we will request an alternative method to contact you, such as email address.

Can I make a complaint on behalf of someone else?

If you wish to make a data protection complaint on behalf of someone else, you will need to provide evidence of written authorisation that you can act on behalf of the individual. This may be a Power of Attorney or signed letter of authority. We may seek further information to verify your entitlement to act on behalf of the individual.

What happens after I submit a complaint?

Your complaint will be handled by the BAPM Office team who will acknowledge your complaint within 30 days. The following steps will then be taken:

- We may ask you for identification if we need to verify who you are - this is so that we make sure we are giving any personal data to the right person.
- We may ask you to provide more information to help us investigate the complaint.
- We will carry out an investigation into your complaint.
- We will keep you informed of the process, and let you know if there are likely to be any delays.
- We will inform you of the outcome of the complaint, usually via email unless requested otherwise.

Who will manage my complaint?

The complaint will generally be managed by the BAPM Chief Executive overseen by BAPM's Executive Committee. If the complaint is about the Chief Executive or an Executive Committee member then they will not be part of the complaint review process.

Information relating to the complaint will only be shared internally and with external bodies in the following circumstances:

- Where necessary to satisfactorily investigate the complaint
- If there is a concern, such as a safeguarding concern
- Where we are legally required to - for example informing the Charity Commission of the complaint.

When will BAPM refuse to handle a complaint?

In very limited circumstances, we may refuse to handle a complaint. For example, if we are not able to verify the identification of the requestor, or the authority for a third party to act on behalf of an individual. We may also refuse to handle a complaint where it is considered manifestly unfounded, abusive, vexatious or excessive.

Even if we are unable to investigate the complaint, we will respond to you to let you know why.

What can I do if I am not satisfied with the outcome of the complaint?

If you are unhappy with the outcome of the complaint, you can [contact the Information Commission](#).

How is my personal data used in a complaint?

We retain a log of complaints as well as documentation relating to your complaint in line with BAPM's retention schedules. We may also use data for internal anonymised reporting and to improve our complaints process.

To find out more about how and why your personal data is handled, please read the [website privacy notice](#).