



Data Protection Complaints Procedure

Gloucestershire Wildlife Trust is committed to protecting the personal details of our members, supporters, staff, volunteers, contacts, clients and partners and to processing personal data in a responsible manner. Despite this commitment sometimes things can go wrong. When this happens, individuals are able to raise a data protection complaint.

What is a data protection complaint?

A data protection complaint arises where you are dissatisfied with the way in which we have handled your personal data. This could take many forms but might relate to the security measures used to protect your personal data, the length of time that your data has been held or the accuracy of the information we hold about you.

How to make a data processing complaint – initial contact

- You can telephone us on 01452 383 333.
 - Our phone lines are open Monday to Friday from 9.00am to 5.00pm. Outside of these hours you can leave a message, an email contact and a phone number and someone will return your call either by email or by phone.
- You can email us at info@gloucestershirewildlifetrust.co.uk
- You can write to us at:
Gloucestershire Wildlife Trust
Robinswood Hill Country Park
Reservoir Road
Gloucester
GL4 6SX

Once we have received your complaint, we will follow the procedure set out below.

Stage One - acknowledgement

We will acknowledge receipt of your complaint in writing. Data protection law requires us to do this within 30 days, but we will always aim to provide an initial acknowledgement within five days.

We may request additional information to clarify the details of your complaint. We may ask you to put verbal complaints in writing particularly if the issue is complex.

We may ask for proof of your identity.



If you are making a complaint on behalf of someone else, then we may request evidence of authorisation.

Stage Two - investigation

Once we have sufficient information (including ID verification and authorisation where appropriate), we will investigate the complaint without undue delay. The time taken to investigate the complaint will be impacted by a number of factors including the complexity of the issue and the scale of the issue.

During the investigation, we will keep you informed on progress.

Stage Three – communication of the outcome

Once we have completed our investigation, we will contact you and will confirm the outcome. We will explain our decision, how this decision was reached, what has been done to resolve the complaint and, where appropriate, any actions we have taken as a result.

If you are unhappy with the outcome, please let us know and we will aim to provide more detail or clarification. You are also entitled to make a complaint to the Information Commissioner's Office (ICO) about how we have handled your personal information. More details are available on the ICO web site, and your complaint can be logged via the link below.

[Make a complaint about how an organisation has used your personal information | ICO](#)

Alternatively, the ICO helpline can be contacted on 0303 123 1113.

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@gloswildlife

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