
Data Related Complaints Policy

March 2026

Data Related Complaints Policy

1. Introduction

This policy outlines the process for receiving, managing, and responding to complaints related to the processing of personal data by Danny Sullivan Group. We are committed to protecting individuals' privacy rights and ensuring that any concerns related to data protection are handled promptly, fairly, and transparently.

2. Scope

This policy applies to all employees of Danny Sullivan Group Limited (DSG) and its subsidiaries (Danny Sullivan & Sons Ltd, Diamond Construction & Engineering Recruitment Limited, and Danny Sullivan Group Academy Limited), contractors, workers, agency workers, volunteers and visitors.

3. Objective

This policy applies to all complaints regarding the handling of personal data by Danny Sullivan Group, including but not limited to concerns about:

- Data breaches
- Unlawful data processing
- Inaccurate or incomplete data
- Data subject rights (e.g. right to access, rectify, or delete data)

3. How to submit a Complaint

If you believe that your personal data has been handled improperly or in violation of data protection laws, you can submit a complaint by following these steps:

- a. **Submit your complaint** in writing via
 - **Email:** complaints@dannysullivan.co.uk
 - **Postal address:** 22 Barretts Green Road, London, NW10 7AE
- b. **Include details** of your complaint, including:
 - Your name and contact details
 - Description of the issue or concern
 - Any relevant dates or documents (if applicable)

4. Acknowledgement of Complaints

Upon receipt of your complaint, we will:

- Acknowledge receipt of complaint within **30 days**

- Provide you with confirmation that we have received your complaint and explain the next steps in the process.

5. Investigation and Response

Once your complaint has been acknowledged, we will:

- Investigate the issue promptly and thoroughly.
- Take appropriate steps to address your concerns, including gathering relevant information or making inquiries with departments or third parties involved in the data processing activity.
- Keep you informed of the progress of the investigation at regular intervals and update you on any significant developments.
- We will aim to resolve your complaint **without undue delay** and ensure that you are fully informed throughout the process.

6. Outcome of the Complaint

Once our investigation is complete, we will:

- Inform you of the outcome of your complaint, including any actions taken or remedies provided (if applicable).
- Communicate the results to you **without undue delay**.

If we determine that your complaint is justified, we will take steps to rectify the issue, including (but not limited to):

- Correcting or deleting inaccurate data
- Revising data processing practices
- Offering compensation (if applicable)

If we determine that your complaint is not justified, we will explain the reasoning behind our decision and outline any steps we plan to take moving forward.

7. Data Protection Officer (DPO)

If you have any questions or concerns regarding this complaints process, or if you wish to escalate your complaint, you may contact our Data Protection Officer (DPO) directly at:

- **Email:** rezam@dannysullivan.co.uk
- **Phone number:** 0208 961 1900

8. Right to Escalate

If you are not satisfied with our response to your complaint or believe that we have not fully addressed your concerns, you have the right to:

- Appeal the decision internally, by requesting a review of the investigation process.
- Lodge a complaint with the relevant supervisory authority (e.g. the Information Commissioner's Office (ICO) in the UK, or the Data Protection Authority in your jurisdiction).

9. Policy Review

This complaints policy will be reviewed periodically to ensure that it remains up to date with legal requirements and best practices in data protection.



Russell Deards
General Counsel & Company Secretary
1st March 2026