Cheshire Cricket Board – Data Protection Complaints Policy and Procedure

Policy Management:	
Business Area	Governance and Risk
Author	Cheshire Cricket Board Governance and Risk Group
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Applicable to	Cheshire Cricket Board Directors, Managing Director, Cheshire Cricket Board staff and volunteers
Method of dissemination	Induction, CCB website, CCB Meetings and CPD, reporting and updates

Cheshire Cricket Board – Data Protection Complaints Policy and Procedure

Purpose and Scope

This procedure sets out how Cheshire Cricket Board handles complaints relating to our processing of personal data, in line with our obligations under the Data (Use and Access) Act (DUAA) 2025.

This procedure applies to complaints from any individual who believes that we have infringed data protection law in the way we have collected, used, stored, shared, retained, secured or otherwise handled their personal data. It applies to complaints received from customers, service users, employees, workers, contractors, former staff, applicants, suppliers, website users and any other individual whose personal data we process. This procedure is designed to support compliance with the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025, including the requirement to provide a process for handling data protection complaints.

What Constitutes a Data Protection Complaint?

A data protection complaint is any expression of concern or dissatisfaction that relates to the way Cheshire Cricket Board has handled personal data or complied with data protection law.

This may include how Cheshire Cricket Board has responded to a Subject Access Request (SAR) or other rights request, the lawfulness of processing, the accuracy of personal data, retention, security, or disclosure of personal data to third parties, the handling of a personal data breach impacting personal privacy or continued direct marketing after an opt-out request.

An individual does not need to use legal terms or mention specific legislation for a concern to amount to a data protection complaint. If it is unclear whether a concern is a complaint under this procedure, we will clarify this with the individual where appropriate.

How to Submit a Complaint

An individual can submit a complaint if it is believed that:

- Cheshire Cricket Board has mishandled their personal data and related data security concerns.
- Suspected unlawful processing, sharing, retention or collection of personal data.
- Cheshire Cricket Board has failed to respond to a Subject Access Request (SAR) appropriately.

Complaints may be made using any of the following methods:

- **Email:** info@cheshirecricketboard.co.uk
- **In writing**: Data Protection. Cheshire Cricket Board, Moss Farm Leisure Complex, Northwich, Cheshire CW8 4BG

- **Telephone:** By calling 01606 871200

Complaints should include (as a minimum) – name and contact details, details and nature of the complaint and relevant evidence or correspondence.

Cheshire Cricket Board Complaint Handling Procedure and Timelines

Upon receiving a complaint, Cheshire Cricket Board will progress the following procedure:

- **Step 1: Acknowledgment (Within 30 Days):** We will formally acknowledge receipt of your complaint in writing within 30 days of receipt. The acknowledgement will confirm receipt, outline next steps and identify contact points. We may also request any information reasonably needed to understand and progress investigation of the complaint.
  We may also, if required, request additional ID verification to ensure we are responding to the correct individual or their appointed representative. If someone complains on behalf of another person, we must check they are authorised to act for that person (for example, by a signed letter of authority or appropriate power of attorney). If we do not have evidence of authority, we will not investigate until we receive it.
- **Step 2: Investigation:** Appropriate steps will be taken to investigate the complaint without undue delay. This will be dependent on the nature, seriousness and complexity of issues raised and may include review of systems, correspondence, contacting staff and review whether any potential breach of data protection law or policy has taken place. The investigation will further consider whether any urgent action is needed.
  Complainants will be informed of progress where matters cannot be resolved quickly, with indications of timeframes and reasons as appropriate.
  This process investigates whether data handling complied with the UK GDPR, Data Protection Act 2018, and DUAA. Cheshire Cricket Board will handle complaints fairly, objectively and in a way that is proportionate to the circumstances. No one will be disadvantaged for raising a genuine data protection concern.
- **Step 3: Progress Updates:** Cheshire Cricket Board will work to resolve complaints within three months of receipt, and complainants will be given written notification and progress updates if more time is needed for complex enquiries.
- **Step 4: Formal Outcome:** We will communicate the final outcome of the investigation of the complaint to you in writing without undue delay. This response will explain the decision in clear language and, where applicable, detail the steps taken to resolve the issue and any action we have taken or will take. This may include correction or deletion of personal data, restricting processing, review of internal processes, review of training requirements, offering an apology or taking other remedial action. If a complaint is not upheld, we will explain the reason.

Escalation to the Information Commissioner's Office (ICO)

Under the DUAA framework, individuals are encouraged to progress a data protection complaint directly with the Cheshire Cricket Board in the first instance for internal resolution. If a complainant is not satisfied with the outcome and response, or if we fail to respond within a reasonable timeframe, the complainant has the right to escalate their complaint directly to the regulator:

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

Telephone: 0303 123 1113

Address - Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Record keeping

Cheshire Cricket Board will keep an internal record of data protection complaints, including the date received, the issues raised, key actions taken, the date of acknowledgement, correspondence with the complainant, the outcome, and any follow-up actions. Records will be retained in line with our retention schedule and used to identify trends, improve compliance, and demonstrate accountability. Records will be retained for at least three years in accordance with DUAA requirements.

Children and vulnerable individuals

Children have the same rights as adults, but merit specific protection; if we receive a complaint from a child, we will use clear, appropriate language and assess competence to exercise rights.

Training, monitoring and review

Relevant Cheshire Cricket Board staff will receive training to progress identification and management of data protection complaints appropriately.

Cheshire Cricket Board will monitor the operation of this policy and procedure, review complaint trends and outcomes, and update in accordance with changes to the law, regulatory guidance or based on organisational learning and requirements.

Cheshire Cricket Board

November 2026