

Your Right to Complain

If you are not satisfied with our use of your personal information or our response to any request by you to exercise your data protection rights, or if you think that we have breached any relevant data protection laws, then you have the right to complain. To comply with the Data (Use and Access) Act 2025, Voiceflex Limited must implement a formal complaints process for handling concerns about data misuse and inform people of that choice and how to make it. Our policy is also stated here in DS6.1: Data Misuse Complaints Process.

Scope

This process applies to all complaints received from individuals regarding the handling, processing, or misuse of their personal data by Voiceflex Ltd.

How to Submit a Complaint

Individuals can submit a complaint through any of the following channels:

- **Email:** DPO@voiceflex.com
- **Post:** DPO, Voiceflex Limited, PO Box 18871, Solihull, B91 9DH
- **Phone:** [02033016000](tel:02033016000)

Complaints should include:

- Full name and contact details
- Description of the concern
- Relevant dates or evidence (if available)

Acknowledgement

- All complaints will be acknowledged **within 30 calendar days** of receipt.
- A reference number will be issued for tracking purposes.
- However, this clock may stop if we require more information from the complainant.

Investigation

- The Data Protection Officer (or designated team) will investigate the complaint.
- The investigation will be conducted **without undue delay** and in a fair, impartial manner.
- Complainants will be kept informed of progress and expected timelines.

Response

- A formal written response will be provided, including:
 - Findings of the investigation
 - Any corrective actions taken
 - Information on how to escalate the complaint if unsatisfied

Escalation

If the complainant is not satisfied with the outcome, they may escalate the matter to the **Information Commissioner's Office (ICO)**:

- Website: <https://ico.org.uk>
- Phone: 0303 123 1113

Record Keeping, Retention, and Reporting

- All complaints will be logged and retained for a minimum of 3 years.
- The organisation may be required to report complaint volumes to the ICO.

Review and Improvement

- This process will be reviewed annually or following any significant complaint.
- Lessons learned may be used to improve data handling practices.