



Worksop College and Ranby House Data Protection Complaints Policy

If you have concerns about how Worksop College and Ranby House collect, use or protect your personal information, you have the right to make a data protection complaint.

How to make a complaint

You can make a complaint by contacting us using any of the following methods:

Email: gdpr@wsnl.co.uk

Post: Worksop College, Cuthbert's Avenue, Worksop, Nottinghamshire S80 3AP

To help us investigate quickly, please include your full name, contact information, and a detailed description of the complaint.

What happens next?

When we receive your complaint, we will:

- acknowledge receipt of your complaint within 30 days
- investigate your concerns and may contact you for further information
- keep you informed of progress where appropriate
- provide you with a response and outcome without undue delay

The Data Protection Officer (DPO) or an appointed representative will investigate the circumstances surrounding the complaint. This may involve reviewing files, communications, and system logs.

Our aim is to resolve complaints as quickly and fairly as possible.

Your right to escalate

If you are dissatisfied with our internal response or handling of your complaint, you have the right to escalate your concerns to the UK supervisory authority. The ICO can be contacted at:

Website: <https://ico.org.uk>

Helpline: 0303 123 1113

Website: [Information Commissioner's Office](#)

You can contact the ICO at any time, but they may ask you to raise your concerns with us first.

Accessibility

If you require this information in a different format, or need assistance in making a complaint, please contact us and we will be happy to help.