

Privacy Notice for Compliments, Comments and Complaints

Who we are:

Compliments, Comments & Complaints Team
Town Hall
St Ives Road
Maidenhead
SL6 1RF.

Telephone: 01628 683857

Email: complaintsandcompliments@rbwm.gov.uk

Lawful basis for processing the information:

Local Government Act 1972

How we collect information from you:

Personal data is supplied by service users by email, by phone, in writing, in face to face meetings, by completing online forms on our website or by third parties such as families of service users or professionals working with services users.

What information is collected:

Name, address, contact details and details of a complaint or concern that an individual has about the council or about one of its partner or commissioned agencies.

How we use the information you have provided:

We use the information provided for services to look into areas of concern they have about the council or about its partner or commissioned agencies.

Who has access to the information about you:

Access is available to the Compliments, Comments and Complaints team and to its managers. It is also available to relevant officers dealing with the complaint.

Who we may share your information with:

A complaint will be shared with the relevant service in the council in order for them to investigate.

How long we store your information:

10 years from closure of complaint.

Does your service utilise automated decision making? – No