

COMPLAINTS HANDLING PROCEDURE

1. Individuals can bring complaints in writing by contacting Eyemouth Harbour Trust directly. Complaints should be addressed to the Data Privacy Manager at businessmanager@eyemouth-harbour.co.uk or Christine Bell, Harbour Office, Gunsreen Basin, Eyemouth, TD14 5SD.
 - 1.1 The Business Manager of Eyemouth Harbour Trust will deal with all complaints arising under these Rules. The Business Manager will liaise with colleagues from relevant business and support departments as necessary to deal with the complaint.
2. Except in the case of exceptional circumstances, Eyemouth Harbour Trust's Business Manager or her associates will acknowledge receipt of a complaint to the individual within five working days and shall provide a substantive response to the individual within one month.
3. If, due to the complexity of the complaint, Eyemouth Harbour Trust's Business Manager cannot provide a substantive response within one month, Eyemouth Harbour Trust will notify the individual, provide an explanation for the delay and provide a reasonable estimate (not exceeding six months) of the timeframe within which a response will be provided.¹
4. If an individual making a complaint disputes the response from Eyemouth Harbour Trust or any aspect thereof and notifies Eyemouth Harbour Trust of the same, this shall be referred to the Eyemouth Harbour Trust Board of Trustees who shall review the complaint and respond to the individual with its decision to accept the original finding or to substitute a new finding. The Board of Trustees will respond to the individual within 3 months of the referral to the Board of Trustees. If the complaint is upheld, the Data Privacy Manager will ensure that necessary steps are taken as a result.
5. Individuals whose personal data is collected or used in accordance with European data protection laws have rights under these Rules to complain to the Information Commissioner's Office or to make a claim in a court of Scotland if they are not satisfied with

¹ Article 29 Working Party working documents 256 and 257 clearly state that complaints must be dealt with without undue delay and in any event within one month. Taking into account the complexity and number of requests, the one month period can be extended by a maximum of two further months and the data subject should be informed

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the way in which their complaint has been resolved. Any such individual entitled to benefit from such rights will be notified of the same as part of the complaints handling procedure.

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