

Enfield Baptist Church Personal and Data Protection Complaint Form

Name:

Contact Details

How would you prefer us to contact you, email is preferred

Details of the Complaint

State the matter or name of the person who is the subject of the complaint, what happened, when and where. Provide the contact details or statements of any witnesses. Include any additional information that you think would be helpful. If complaining about a decision, explain what the decision was about, when it was taken, and who made it. Explain what impact this decision has had, or you may fear will have, and upon whom. Provide any additional information that you believe would be helpful on additional sheets.

If complaining about a Data Protection Issue please provide details of how you believe your data has been taken, misused or mishandled.

Have you tried to resolve this matter informally

Give brief details of how, when and what was the result.

Action sought:

Describe what actions you want the church to take.

The church will treat your data carefully and in accordance with the church's data protection policy [Enfield Baptist Church : Privacy Notice](#). The church cannot guarantee to keep the fact and details of your complaint confidential if it is necessary and proportionate to share your data in order to review and resolve your complaint.

We aim to deal with your complaint as quickly as possible and advise you that you may be asked to attend a meeting with Trustees to resolve the issue depending on the severity of your complaint.

Please indicate whether you would be willing to attend such a meeting: YES or NO

Date Submitted:.....Signature:.....



Please hand in this form to the Church Office in a sealed envelope for the Admin Trustee or email to admintrustee@enfieldbaptistchurch.org.uk

Office use only

Date Received:

Case Number:

Action taken and decision made (including by whom)

Date reply sent to complainant

Print and place reply sent with the original Complaint form received to retain on file for min.6 years as per the Data Retention Schedule recommended in the [BUGB Guideline Leaflet L13: Data Protection](#). (File to be kept by Admin Trustee/Church Secretary securely).

Response from complainant

Case resolved and closed or remains open for further action

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