

# Complaints Handling Privacy Notice

## **Information Held About You**

Herefordshire Council and NHS Herefordshire are working in partnership to improve the way services are provided to users of health and local authority provided services. This means that all complaints will be jointly administered by both Herefordshire Council and NHS Herefordshire.

In order to investigate and administer any complaint you bring to our attention, it is necessary for us to collect and hold personal information about you.

We will ask for your name, contact details and the type of service you are making the complaint about (eg health, bins, social care) when you first contact us. If the complaint relates to a service received by another person, we will contact them separately for consent if this is appropriate in the circumstances. During the course of the investigation we will collect information relating to the nature of the complaint, the name, contact details, date of birth\*, next of kin\* and other information of the patient or service user receiving the service about which the complaint has been made

All personal data held, is processed in accordance with the provisions of the Data Protection Act 1998. For rights of access to the data we hold about you, please see the section entitled "Right of Access to Personal Information" below.

## **How will we use the Information we hold about you?**

We will collect information about you to administer and investigate your complaint and to improve the provision of services. All complaints will initially be administered by the Customer Insight Unit, which includes staff from Herefordshire Council and NHS Herefordshire. The complaint will then be sent to a member of staff working in the relevant area (eg Health, Environment, Social Care, Rights of Way) for investigation, who may then contact you for further investigation, who may then contact you for further information.

All complaints information will be collected and held on Herefordshire Council's Customer Relationship Management System, which will be accessible by complaints management staff within the partnership.

## **Who we will share your information with**

We will not normally share your information with organisations other than NHS Herefordshire and Herefordshire Council without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, in risk of harm or emergency situations.

\*Where Applicable

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## Right of Access to Personal Information

Under the provisions of the Data Protection Act 1998, you have a right to request a copy of any information we hold about you, we may make a charge of up to £10.00 for provision of non-healthcare related information and up to a maximum of £50.00 for your healthcare records. If you wish to request access to your information, please contact:-

For Healthcare Information	For Council Information
The Information Governance Team NHS Herefordshire 1 <sup>st</sup> Floor Plough Lane Offices Plough Lane Hereford HR4 0LE  Telephone: 01432-383785/6 or 383755	The Data Protection Officer Herefordshire Council Blackfriars Blackfriars Street Hereford HR4 2ZR  Telephone: 01432-260516

## Importance of Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to investigate and administer your complaint.

If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible after the change in order that we can update your records.

## Questions

If you have any questions or concerns about how your information is used, Herefordshire Council and NHS Herefordshire as Joint Data Controllers can be contacted at:

For Healthcare Information	For Council Information
The Information Governance Team NHS Herefordshire 1 <sup>st</sup> Floor Plough Lane Offices Plough Lane Hereford HR4 0LE  Telephone: 01432-383785/6 or 383755	The Data Protection Officer Herefordshire Council Blackfriars Blackfriars Street Hereford HR4 2ZR  Telephone: 01432-260516

## How Long we Keep your Records

We will normally keep information relating to complaints for 6 years following closure of the complaint. Where legal action has been taken, information will normally be kept for 10 years after completion of the action. All information will be destroyed under confidential conditions.

## Further Information about Data Protection

More information about the Data Protection Act and your rights under it can be found on the Information Commissioner's Office website at [www.ico.gov.uk](http://www.ico.gov.uk).