



For the future you want

3Cs

Compliments, Cause for Concern & Complaints Form

The College is committed to maintaining and improving standards and we actively encourage views and suggestions from students and other users to enable us to make improvements to our services.



Quality Assurance

Name:

Address:

.....

.....

Email:

Tel:

Your preferred method of contact: Email Telephone Post

Your course:

Campus: Granton Milton Road Midlothian Sighthill Open Learning

Please use this space for your Compliment , Cause for Concern or Complaint :

If you have a cause for concern or are making a complaint, please provide a brief outline of what you think the College could do to put things right.

If you have provided any special category data within your compliment, cause for concern or complaint please confirm that you consent to your special category (sensitive) personal data being processed for the purposes of your compliment/cause for concern or complaint.

Yes No

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Signed: Date:

Return to:

By post: Complaints Handling Coordinator, Edinburgh College, Room 2-18,
24 Milton Road East, Edinburgh EH15 2PP

By email for compliments: compliments@edinburghcollege.ac.uk

By email for cause for concern or complaint: complaints@edinburghcollege.ac.uk

For College Use Only	
Date received	
How was compliment, cause for concern/complaint received?	
Reference	

For further information contact: Complaints Handling Coordinator
Edinburgh College
24 Milton Road East
Edinburgh EH15 2PP

Email: complaints@edinburghcollege.ac.uk
Tel: 0131 297 8662

PRIVACY NOTICE FOR THE 3Cs - Compliment, Cause for Concern/Complaint Policy

Edinburgh College is providing you with this information to comply with data protection law and to ensure that you are fully informed and we are transparent in how we collect and use your personal data.

Who is collecting the information?

Edinburgh College is the Data Controller. We have an appointed Data Protection Officer (DPO), Alice Wilson, who can be contacted by emailing: DataProtection@edinburghcollege.ac.uk.

Why are we collecting it and what are we doing with it (Purpose)?

Your personal information is collected to record and process your compliment, cause for concern or complaint. The Complaints Handling Coordinator/Investigating Officer will use this personal information to contact you with regards to your compliment, cause for concern or complaint.

What personal data do we collect?

Personal Data	Special Category Personal Data (Please note this is only collected if you have provided this detail in your complaint)
Name (Forename and Surname)	Racial or ethnic origin
Name of individual acting on your behalf (if applicable)	Political opinions
Address	Religious or philosophical beliefs
Email address	Trade Union membership
Mobile number	Health information
Course (if applicable)	Sex life or sexual orientation
Campus (if applicable)	
Opinions and other relevant information in relation to investigation	

How are we collecting this information? What is the source?

The information is collected when you complete the 3Cs form to record a compliment, cause for concern or complaint about the College. When your cause for concern or complaint is being investigated and resolved, the Investigating Officer may need to collect further information, including opinions of individuals etc. The outcome of this will be detailed in your investigation outcome.

The lawful basis for the processing

The legal basis for processing your personal data is GDPR Article 6(1)(c) “processing is necessary for compliance with a legal obligation to which the controller is subject.” In this instance as the College is a public body it is required under the Scottish Public Services Ombudsman Act 2002 to investigate and resolve complaints received from members of the public.

If you have provided any special category/sensitive personal data within your compliment, cause for concern or complaint, the legal basis for processing is GDPR Article 9(2)(a) “the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.”

Who we share the information with

Your data will be shared with the Investigating Officer to process your cause for concern or complaint. If you have authorised another individual or organisation to act on your behalf, then we would only share information with them on receipt of a completed Data Subject Authorisation Disclosure form. This form is necessary to ensure that you have given the individual/organisation authority to represent you and act on your behalf.

How long do we hold the personal data?

Your information is held for three years from the date of receipt of your compliment and three years after closure of your cause for concern or complaint. After that your information will be destroyed securely and in line with College procedures.

Individuals' rights in relation to this processing

Under data protection law, individuals have the following rights:

- The right to be informed – ie a privacy notice.
- The right of access – this means you can access your personal data and receive copies of all your data held by the College.
- The right to rectification – this means that you can update/correct inaccurate or incomplete data.
- The right to erasure (commonly known as the Right to be Forgotten [RTBF]) – this means you can request your personal data is destroyed, and the College no longer holds your personal data.
- The right to restriction – this means you can request that the processing of your personal data is restricted. This links with some of the other rights and means that if there is an issue the processing activity can be paused until the issue is resolved.

- The right to data portability – this means you can request all your data in a machine readable format (eg a .csv file) to transfer to another organisation.
- Right to know of any automated decision-making, including profiling – this means you have the right to know of any automated decision-making and not be subject to a decision made solely on automated processing.

Some of these rights are not absolute and require certain conditions. All requests made to the College must be responded to within a month of receipt of the request.

Please note where you have consented to processing of your personal data (specifically the special category data contained in a complaint), you have the **right to withdraw your consent** at any time. To do this or exercise any of your rights, please contact the College data protection mailbox at DataProtection@edinburghcollege.ac.uk.

Complaints to UK Information Commissioner's Office (ICO)

If you are concerned about how your personal data is being used by the College, in the first instance please can you contact the College Data Protection Officer (DPO) at DataProtection@edinburghcollege.ac.uk. If you are not satisfied with the outcome then you can complain to the regulator of data protection, the UK Information Commissioner's Office (ICO). The ICO has guidance on their website here: <https://ico.org.uk/your-data-matters/raising-concerns/>.

You can email them at casework@ico.org.uk or call them on 0303-123-113 or you can send a letter to them at the following address:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF