

Privacy Notice (How we use your information)

Children's Compliments and Complaints Service

We take all compliments and complaints about our services very seriously; they play a vital role in maintaining and improving standards and the quality of service we provide. By listening to children and young people and their parents or carers, and learning from their experiences, we can find out what people really think about the services we provide and look at actions that can be taken to improve. This gives us important insight into how our services are being delivered. We want to hear your views.

The categories of information that we collect, process, hold and share include:

- Personal information (such as name, date of birth, address and contact email/telephone number; this may be about you, your child(ren) and/or connected family members).
- Details about your complaint (context, supporting evidence including case records, outcomes being sought).

Why we collect and hold this information

We use this personal data in order to:

- Provide you with help, advice and support should you wish to make a complaint;
- Ensure that you have access and support to advocacy services;
- Investigate your complaint;
- Respond to your complaint;
- Provide you with information and practical support throughout the complaints process;
- Manage/co-ordinate your complaint;
- Help improve the services we provide;
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services;
- Use compliments to celebrate good practice;
- Improve staff training.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

6(1)(e) We need it to perform a public task.

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to:

- Children Act 1989

We do not ask for any special category data. This is personal data that needs more protection because it is sensitive, such as health, religious/ethnicity or gender information. However, should you provide any such information the lawful basis under UK GDPR we would rely upon to process it are:

9(2)(g) – Reasons of substantial public interest

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives.

The length of time that we will hold the information depends on the nature of the complaint for example:

- Serious complaints: current year +5 years
- If negligence involved: current year +15 years
- If child protection or safeguarding issues are involved: current year +40 years

Information in relation to compliments is held for 5 years.

After this period has passed all complaints, compliments and feedback case details will be deleted from the system permanently. Please note a copy of response letters will be joined to the child/young person's record and retained in accordance with statutory retention periods for children's records which vary. For example Looked after Children records 75 years, Child Protection cases 35 years. For more information please contact us at childrens.complaints@kirklees.gov.uk.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To safeguard vulnerable children and young people;
- To develop national policies;
- To manage local authority performance;
- To administer and allocate funding;
- To identify and encourage good practice
- To progress your complaint via the stages of the complaints process.

We may share this information with:

- Other services within Kirklees Council;

Investigating Officer, independent person and Review Panel consisting of three independent people;

- National government department e.g. Department for Education;
- Other partners such as health and the police.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact: childrens.complaints@kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.