

ICO complaints handling form



Care UK is committed to protecting your personal data.

If you believe that your personal data has been mishandled, you have the right to raise a complaint about how we have collected, used, shared or responded to your data.

Please complete the form below and either email to dpo.careomes@careuk.com, download or print.

All complaints will be directed to the company's Data Protection Officer (DPO).

If you need this form in an alternative format or require assistance, please contact:

Name:	
Email:	
Telephone:	

Form

Name:	
Email:	
Contact details:	
Date of complaint:	

Are you submitting this complaint on behalf of someone else?

☐ Yes (supporting evidence – upload a form of consent or a power of attorney) ☐ No

Description of complaint (please provide as much information as possible about the nature of your complaint, including how you believe your personal data has been mishandled):

Supporting evidence - upload any relevant evidence that supports your complaint, include file upload link:

Outcome (please let us know what outcome you are seeking):

- ☐ I confirm that the information I have provided is accurate to the best of my knowledge.
- ☐ I understand that the organisation may need to contact me to investigate my complaint.

After you submit this form, we will:

1. Acknowledge your complaint within 1 week.
2. Provide you with a full response without undue delay and always within one month, unless we experience difficulties, in which case we will let you know in advance.

If you are unhappy with our response, you may escalate your complaint to the Information Commissioner's Office.

For further information about how we process your personal data, please visit our website privacy policy at careuk.com/privacy-policies