How to raise a data protection concern

White Lodge Therapy LLP

About this notice

If something about how White Lodge Therapy LLP has handled your information worries you, please tell us. We take concerns seriously, we will not be defensive, and raising one will never affect the care or service you receive.

You can raise a concern yourself, or someone you trust can raise it for you with your permission. You do not need legal language or a special form; describing what happened in your own words is enough.

How to raise a concern

You can raise a concern by email, phone, letter, whichever suits you best. Our email address is contact@whitelodgetherapy.co.uk.

It helps to tell us what happened, when, and what you would like to happen next, but do not worry if you are missing details. We will work with whatever you can give us.

If talking feels easier than writing, call us on 01376 440920.

You do not need the internet to raise a concern: a phone call or a letter reaches us just the same, and it will be handled in exactly the same way.

Concerns are looked after by Practice Partners, so what you raise goes to someone with the responsibility and the means to sort it out.

What happens next

When your concern arrives, we confirm we have received it. You will hear from us within 30 days at the very latest, and normally much sooner. That confirmation is simply us telling you it has safely arrived; it is not how long the concern takes to resolve.

We start looking into your concern without undue delay: reading the relevant records, checking what happened and, where it helps, asking you for a little more detail. If anything needs longer, we tell you rather than going quiet.

You will be kept informed while we work on it. If you have a preference for how we update you, tell us and we will use it.

The outcome

When we have finished, we tell you the outcome clearly: what we found, what we are doing about it, and anything that will change as a result. If we got something wrong, we will say so plainly. You will receive the outcome without undue delay, in a form you can keep.

If you are not satisfied

If you are not happy with our answer, or you would rather not raise the matter with us at all, you can complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator, at ico.org.uk/make-a-complaint. This is your right at any time; you do not need our permission and you do not have to come to us first.

If your concern is about the professional service itself rather than your information, you can also raise it with your therapist's professional body. Each of our therapists is a member of their own professional body, which runs its own complaints process. Your therapist can tell you which one they belong to.

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This document was prepared from information provided by the practice. It is general information, not legal advice.