



# Complaints Policy

## INTRODUCTION

At Grampian Growers, we believe that protecting Personal Data is not only a matter of security or compliance with a particular legal framework, it is a matter of individual and organisational commitment. It is important to us that you know how to complain, and that we handle your complaint effectively and efficiently.

## OUR COMPLAINT HANDLING PROCEDURE

### Handling complaints

You are entitled to lodge a complaint regarding the Processing of your Personal Data if you believe Grampian Growers are non-compliant.

**To lodge a complaint please do one of the following:**

**Call: 01674 830555**

**Email: [info@grampiangrowers.co.uk](mailto:info@grampiangrowers.co.uk)**

**Write: Grampian Growers Ltd, Logie, Montrose, Angus, DD10 9LD**

Your complaint will be handled by Grampian Growers in due course and with care, and attention according to the steps and timing defined in this document.

**This process is also the way to inform us that you wish to exercise your rights to access, update or delete your Personal Data.**

Grampian Growers commits to revert to you with a reply to your complaint within one month from the date your complaint is lodged.

In the event Grampian Growers decides to reject a complaint made by you, Grampian Growers undertakes to inform you about its decision and to provide you with information regarding the reason for such dismissal. In such a case, Grampian Growers acknowledges that you remain entitled to lodge a claim before a court and/or data protection authority.

In the event Grampian Growers considers that a complaint is justified, Grampian Growers commits to implement the corrective measures it deems adequate to remedy such situation as soon as reasonably possible. In addition, Grampian Growers will also inform you once the corrective measures have been implemented and the situation is remedied.