

What information we need

We need information from you to investigate your complaint properly, so our complaint forms are designed to prompt you to give us everything we need to understand what's happened.

When we receive a complaint from you, we'll set up a case file. This normally includes:

- your name and contact details (such as email address and telephone number)
- details of the complaint
- information provided by any family members or other people involved.

Why we need your information

We need to know the details of your complaint so that we can fully investigate the complaint. Without your information and the information about your complaint, we would not be able to do this.

What we do with your information

We will use your personal information to investigate your complaint. If you have made a complaint about a member of staff, we usually have to disclose your identity to them. This is so we can clearly explain to them what you think has gone wrong and if necessary, advise them how to put it right. This also means we may receive information about you from them.

If you don't want information that identifies you to be shared with the person you are complaining about, we'll try to respect that. However, it is not always possible to handle a complaint on an anonymous basis, so we'll contact you to discuss this.

If you are acting on behalf of someone making a complaint, we'll ask for information to satisfy us of your identity and if relevant, ask for information to show you have authority to act on someone else's behalf.

What our lawful basis is for processing your personal information

- UK GDPR Article 6(1)(a) we have your consent
- UK GDPR Article 6(1)(e) the processing is necessary for the performance of a public task (investigating complaints relating to child protection)
- UK GDPR Article 6(1)(f) the processing is necessary for the purposes of our legitimate interests or those of a third party when fairly balanced against your interests and rights.

The relevant legitimate interests for the purposes of Article 6(1)(f) include:

- our legitimate interest of ensuring that complaints made under our Complaints Policy are fairly and robustly investigated for the children and families we work alongside or our supporters.
- our legitimate interest of dealing with a legal claim

A further lawful basis is required when processing special categories of personal data. The legal bases we rely on for processing this type of data are:

- UK GDPR Article 9(2)(a) where we have your explicit consent to do so
- UK GDPR Article 9(2)(g) the processing is necessary for reasons of substantial public interest, namely the safeguarding of children and young people at risk.

How long we keep your information

Standard complaints will be kept for 6 years from the closure of the complaint. Complaints involving Children First workers who work alongside children and families may be kept for up to 25 years from the closure of the complaint.

Who we share your information with

If your complaint involves a Children First service covered by the SPSO, we might need to report to them on the outcome of a complaint.

If your complaint involves a breach of personal data, then we may need to share your information with the Information Commissioner's Office to allow them to investigate.

If your complaint involves a service we are funded to provide by a local authority or a NHS health board, we may need to share information with them.

If your complaint involves a worker who is registered with the Scottish Social Services Council, we may need to share information with them.

How we keep your information safe

We will treat all of your personal information confidentially and we will take all reasonable steps to keep your personal information secure once it has been transferred to our systems. Children First has an information security framework in place to oversee the effective and secure processing of your personal data.