



## **Crouch Harbour Authority GDPR Complaints Procedure**

1. Data Protection Complaints should be reported to [info@crouchharbour.org.uk](mailto:info@crouchharbour.org.uk).
2. Complainant to provide all relevant information to include:
  - a. a detailed summary of the complaint
  - b. if relevant, supporting evidence
  - c. a preferred contact method
3. If you are complaining for someone else a letter of consent will be necessary from the person the complaint is about.
4. The complaint will be acknowledged within 3~5 days of receipt by Crouch Harbour Authority Operations Team.
5. The complaint will be investigated by the Crouch Harbour Authority Operations Team. If the investigation is likely to take some time, regular updates will be provided.
6. The Crouch Harbour Authority Operations Team will respond to the complainant within one month to advise what has been done to resolve the complaint and any actions taken as a result.
7. To enquire about how the Crouch Harbour Authority process your personal data, please contact: <https://ico.org.uk/concerns/>

Date: 24/07/2025

Crouch Harbour Authority, Harbour Office, The Quay, Burnham-on-Crouch, Essex, CM0 8AS  
Telephone/Fax: 01621 783602. Email: [info@crouchharbour.org.uk](mailto:info@crouchharbour.org.uk)