



Looking after your personal information when you make a complaint or compliment

easy read



Looking after your personal information



With permission, we, (Dimensions UK Limited) hold personal information about the people who make a **complaint** about us.

A **complaint** is when you speak out about things you are unhappy with.



With permission, we hold personal information about the people who make a **compliment** about our staff.

A **compliment** is when you tell us about something you are happy with.



Dimensions UK Limited includes Discovery and Outreach 3Way.

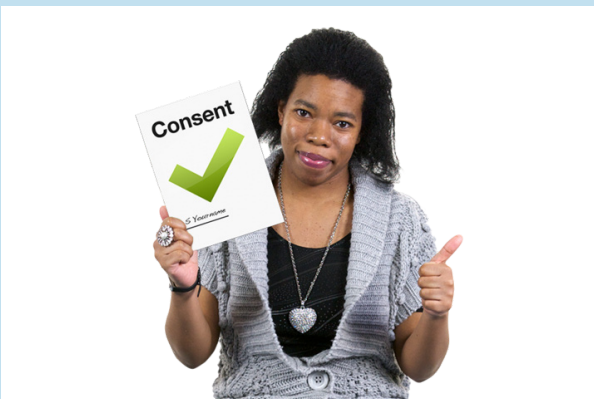


We need this information about you to help us to:

- Record a **complaint** or **compliment**
- Investigate a **complaint**
- Reply to you if you tell us about a **complaint** or a **compliment**.



Sometimes if you make a **complaint** or **compliment** we may need to find out more information about you. This is so that we can tell the right person about your **complaint** or **compliment**.



We need to have your permission for this information.



Sharing your information



We might need to share your information with other people in Dimensions.



We might share your information with the managers who can look into the **complaint** and learn from it or the managers who can give the **compliment** to the right person.



We might share your information with the **Data Management team**. Their job is to write reports about **complaints** or **compliments**.



We do not often share your information with anyone who does not work for Dimensions.



Sometimes we might have to share your information with someone who does not work for Dimensions.

This might be because you or another person are at risk of harm.



We will tell you if we have shared your details.



Sometimes if you make a **complaint** it might be looked at by an **Ombudsman (spokesperson)**.



An **Ombudsman (spokesperson)** is someone whose job it is to look at **complaints** about companies and organisations.

They do not work for the company or organisation so do not take sides.



An **Ombudsman (spokesperson)** might ask us to share your information with someone outside of Dimensions.

If they do this we will ask your permission to share your information.



How we store your information



We store your personal information safely and securely.



We make sure that the information is right.



We only keep the information for as long as it is needed and then we will delete it.



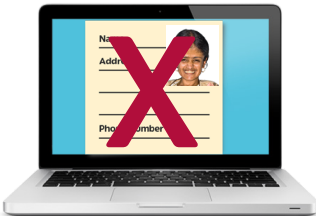
We will keep your personal information on a computer.



Dimensions is very careful at looking after your personal information at all times.



Your rights



You can ask:

- to see your information
- what your information is being used for
- for things that are wrong to be changed
- to have your information removed, but only in very special circumstances
- us to stop using your information.



We will not use your information for any purpose other than looking into and giving your **compliment** or **complaint**, without getting your consent.



If you are not happy with how we use your information you can complain to the **Information Commissioner's Office (ICO)**.

To do this go to their website:

<https://ico.org.uk/>



To find out more about your rights or if you have any questions you can contact our Data Protection Officer

email dpo@dimensions-uk.org



Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



Find out more about how we keep your personal information safe

Website: www.dimensions-uk.org

Phone: 0300 303 9001

Email: enquiries@dimensions-uk.org

Twitter: @DimensionsUK

Facebook: DimensionsUK

Dimensions

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Dimensions (UK) Ltd is a charitable registered society number 31192R

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