



1 Complaints Policy – Key Terms

In this policy, references to 'we', 'us' and 'our' shall be interpreted as referring to [Christeyns Food Hygiene Ltd], together with any of its parent undertakings, subsidiaries, or other group companies from time to time. These expressions are used for ease of reference and shall be construed accordingly throughout.

2 Our Data Protection Obligations

2.1 We are committed to providing a high-quality service, in accordance with data protection law. At all times, we seek to comply with data protection principles by ensuring we:

- 2.1.1 process personal data lawfully, fairly and in a transparent way;
- 2.1.2 collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes;
- 2.1.3 collect and use adequate, relevant and minimal personal data;
- 2.1.4 take reasonable steps to make sure personal data is accurate and kept up to date;
- 2.1.5 do not keep personal data longer than necessary; and
- 2.1.6 implement appropriate security measures.

2.2 Please see our Privacy Policy for more information about how we process your personal data.

3 Data protection complaints

3.1 In this policy, a 'complaint' means a complaint about how we handle your personal data. It does not cover general complaints about our services.

4 How to make a complaint

The table below shows the different ways you can contact us to make a complaint.

How to complain	More information
By completing our data protection complaint form	You can find the form at [https://www.christeyns.com/wp-content/uploads/2026/05/Christeyns-Data-Protection-Complaints-Form-Copy.pdf], or we can post you a copy. You can fill it in and email it to us at [UK-foodinfo@christeyns.com] or post it to [James McNamee, Christeyns Food Hygiene Ltd, 2 Cameron Court, Winwick Quay, Warrington, Cheshire WA2 8RE.] Using the form is optional, but it helps us gather all the information we need to deal with your complaint quickly.
By emailing us	Email us at [UK-foodinfo@christeyns.com] with details of your complaint.
By writing to us	Write to us at [James McNamee, Christeyns Food Hygiene Ltd, 2 Cameron Court, Winwick Quay, Warrington, Cheshire WA2 8RE]



5 Acknowledging and verifying your complaint

- 5.1 We will acknowledge your complaint within 30 days of receiving it.
- 5.2 We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.
- 5.3 If, having requested additional information, we are not in a position to identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.

6 Investigating your complaint

- 6.1 We will investigate your complaint. This will usually involve:
 - 6.1.1 reviewing your complaint;
 - 6.1.2 locating and reviewing the records we hold about you; and
 - 6.1.3 establishing the relevant facts which may involve liaising with our wider team.
- 6.2 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 6.3 We will update you on the progress of your complaint at appropriate times.

7 Notifying you of the outcome of our investigation

- 7.1 We will inform you of the outcome of the complaint without undue delay.
- 7.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

8 What to do if we cannot resolve your complaint

- 8.1 If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner’s Office (ICO) or you can seek to take action in the courts.
- 8.2 The ICO’s contact details are:

Address	Information Commissioner’s Office Wycliffe House Water Lane Wilmslow Cheshire
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	SK9 5AF
Helpline number	0303 123 1113

8.3 More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website.