



Data Protection Complaints

A data protection complaint relates to concerns about how personal information has been collected, stored, used, shared, or managed. This may include, but is not limited to:

- Concerns about the security of personal data.
- Requests to access, update, correct, or delete personal information.
- Concerns that personal information has been used without consent or a lawful basis.
- Concerns about the accuracy of personal data held.
- Concerns regarding the sharing of personal information with third parties.
- Any suspected breach of data protection legislation.

At Fluid Virtual Assistant, I am committed to providing a professional, reliable service to all clients. If you are unhappy with any aspect of the service you have received, I would welcome the opportunity to address your concerns and work towards a satisfactory resolution.

If you have a concern about how your personal information has been handled, please contact us in the first instance at info@fluidsupportassistant.co.uk so that we can investigate and attempt to resolve the matter promptly.

If you remain dissatisfied with our response, you may have the right to raise your complaint with the UK's data protection regulator, the Information Commissioner's Office.

How to Make a Complaint

Complaints should be submitted in writing by email to:

Email: info@fluidsupportassistant.co.uk

Please include:

- Your name and business name (if applicable)

- A clear description of your complaint
- Any relevant dates, documents, or information that may help me investigate the issue
- The outcome you would like to achieve

What Happens Next?

1. Your complaint will be acknowledged within **30 working days** of receipt.
2. I will investigate the matter thoroughly and fairly. I will document everything throughout my investigation.
3. A full written response will normally be provided within **3 months**.
4. If you remain dissatisfied after my response you have the right to lodge a complaint with the Information Commissioner's Office.

Resolution

I aim to resolve complaints promptly, professionally, and respectfully. Where appropriate, resolutions may include:

- An explanation of what happened.
- Corrective action to address the issue.
- An agreed adjustment to future services.

Commitment to Improvement

All complaints are taken seriously and reviewed as part of my commitment to continually improving the quality of service provided to clients.

Contact Details

Fluid Virtual Assistant

Email: info@fluidsupportassistant.co.uk

Website: www.fluidvirtualassistant.co.uk