

Objections / Complaints

The Introduction of the Data Use and Access Act 2025 has created a new, mandatory statutory complaints-handling framework for GP Practices which takes effect on June 19th, 2026.

This gives individuals the right to complain directly to the practice and requires the practice to acknowledge complaints within 30 days and respond without undue delay.

Should you have any concerns about how your information is managed at the GP, please contact the Practice to request a complaints form.

The practice has a specific Data Protection Complaints Policy which can be provided upon request.

If you are still unhappy following a review by the GP practice, you have a right to lodge a complaint with a supervisory authority: You have a right to complain to the UK supervisory Authority as below.

Information Commissioner:

Wycliffe house
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545745

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