

## Compliments, comments and complaints

We welcome your views on what we do well. Your comments enable us as an organisation to learn and continuously improve our services. If you are unhappy with our work or something that we have done or failed to do, we want to know about it.

Please find further information about giving us feedback, or lodging a complaint on the following page of our website: <http://www.percyhedley.org.uk/about-us/reports-and-documents/>

If you have a concern about the way we are collecting or using your personal information, you should raise your concern with us in the first instance, using the contact details provided.

If you have already contacted us about the use of your personal information and you are still unsatisfied with our response or the outcome, you can escalate the matter to the Information Commissioner's Office (ICO) using the following contact details:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Alternatively, via their website: <https://ico.org.uk/concerns/>.

**Please note:** you may wish to seek legal independent advice to progress resolution of your concerns. In all cases, wherever possible, local resolution should be sought. However, you have the right to pursue any of these channels at any time and may wish to pursue several actions simultaneously.