

Email template to acknowledge receipt of Complaint

To: [Recipient's Email Address]

Subject: Acknowledgment of your Data Protection Complaint – Ref: [Insert Case Reference ID]

Dear [**Complainant Name**],

We have received your Data Protection Complaint Form submitted on [**Date of Receipt**].

This message serves as our formal acknowledgment of your complaint under the Data (Use and Access) Act 2025.

What happens next?

- **Case Reference:** Your unique reference number for this matter is [**Insert Case Reference ID**]. Please quote this in any future correspondence with us.
- **Investigation:** Our Data Compliance Team is reviewing your submission and will conduct a thorough internal investigation into how your personal data was handled.
- **Timeline:** We aim to complete our enquiries and issue a comprehensive final response without undue delay, targeting a maximum resolution window of **three months** from today.

Do you need to do anything?

You do not need to take any action at this stage. However, if our compliance team requires further information or context to progress your case, we will contact you directly using the details provided in your form.

If you have additional supporting evidence to submit in the meantime, please reply directly to this email without changing the subject line.

Thank you for bringing your concerns to our attention.

Yours sincerely,

Data Protection/Compliance Team

White and Company PLC
Bar End Industrial Estate
Winchester SO23 9NP

E: compliance@whiteandcompany.co.uk

T: 01962 673345