

Data Protection Complaints

If you believe we have not handled your personal data in accordance with data protection law, you have the right to raise a complaint with us directly.

How to raise a complaint

You can submit a complaint by:

- **Email:** customer.relations@gonorthwest.co.uk
- **Post:** Go North West Bolton Depot, Weston Street, Bolton BL3 2AW

Please include your name, contact details, and a clear description of your concern so we can investigate effectively.

What happens next

- We will acknowledge your complaint within 30 days of receiving it
- We will investigate your complaint promptly, taking reasonable steps to look into the matter and speaking with relevant members of our team where necessary
- We will keep you informed of progress throughout the investigation, including letting you know if there are any anticipated delays
- We aim to provide you with a full outcome **within 3 months**, although complex cases may take longer
- All outcomes will be communicated in plain, clear language
- We maintain records of all complaints and their outcomes as part of our accountability obligations

What your complaint can cover

You can raise a complaint about any aspect of how we handle your personal data, including how we collect, store, use or share it, as well as concerns relating to subject access requests, consent, marketing, or data retention.

If you remain dissatisfied

If you are not satisfied with our response, you have the right to escalate your complaint to the **Information Commissioner's Office (ICO)**, the UK's data protection regulator:

- **Website:** ico.org.uk
- **Helpline:** 0303 123 1113