

Complaints Handling Procedure

PRIVACY NOTICE – HOW WE USE YOUR INFORMATION

UHI Inverness is committed to ensuring that the processing of personal data is only undertaken in the legitimate operation of the college's business. The college collects and uses personal data about individuals who raise a complaint, including current and former students, staff, applicants and members of the public. It is stored following the UK Data Protection Act 2018 and the UK General Data Protection Regulation. UHI Inverness is a partner of the University of the Highlands and Islands (UHI).

Purpose

We collect and process your personal data for the purpose of:

- Receiving, investigating and responding to complaints submitted under the UHI Inverness Complaints Handling Procedure
- Communicating with you during the complaints process
- Producing investigation records, outcomes and learning actions
- Monitoring complaints to support service improvement and quality assurance
- Meeting our legal, regulatory and governance obligations

Further information on the complaints process is available on the UHI Inverness website: <https://www.inverness.uhi.ac.uk/about-us/complaints-handling/>.

Legal Basis

The legal basis for processing your data falls within Article 6(1)(c) and Article 6(1)(e) of the UK General data Protection Regulation (GDPR):

- Processing is necessary for compliance with a legal obligation, and
- Processing is necessary for the performance of a task carried out in the public interest

In some cases, special category personal data (for example, health information) may be processed where necessary under Article 9(2)(f) or Article 9(2)(g) of the UK GDPR.

How we store and share your information

Your data will be securely held within electronic and/or paper-based complaints files. Access to your data is limited to staff involved in the handling, investigation and review of your complaint on a strict need-to-know basis.

Your information may be shared internally with relevant staff and managers as part of the investigation process. Where necessary and appropriate, information may also be shared with:

- The University of the Highlands and Islands (UHI)
- External bodies such as the Scottish Public Services Ombudsman (SPSO) or regulators
- External auditors or reviewers appointed to provide assurance on governance, quality assurance, compliance, or complaints handling processes

Where information is shared with external auditors or reviewers, this will be limited to what is necessary and proportionate for the purpose of audit or review. All such parties are required to handle personal data securely and in accordance with data protection legislation.

To exercise your information rights please contact:

Data Controller, UHI Inverness, 1 Inverness Campus, Inverness IV2 5NA Tel: 01463 27300 Email: data.controller.ic@uhi.ac.uk

Information is only shared where this is required for the complaints process or to meet legal obligations.

How long we keep your information

Personal data relating to complaints will be retained in line with the UHI Records Retention Policy, normally for six years after the closure of the complaint, unless a longer retention period is required due to legal or regulatory reasons.

International transfers

Your data is not routinely transferred outside the UK or the European Economic Area (EEA). If an international transfer were required, this would only take place where appropriate safeguards are in place.

Rights of data subjects

- The right to access your personal data
- The right to rectification if the personal data we hold about you is incorrect
- The right to restrict processing of your personal data

The following rights apply only in certain circumstances:

- The right to withdraw consent at any time if consent is our lawful basis for processing your data
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability

If you wish to exercise your information rights or have concerns about the way your data is being processed, you can write to the local Data Controller (see foot of page).

If you are not satisfied with our response, you may raise a complaint via the Information Commissioner's Office (ICO) <https://ico.org.uk> The ICO is the UK's independent body set up to uphold information rights.

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