



Dear Applicant

Please find enclosed an application pack for the post of Family Support Officer Northern Trust 1, maternity cover which contains the following items:

- ❖ Job Description and Person specification
- ❖ Measures of Criteria
- ❖ Application Form and Application Checklist
- ❖ Monitoring Form

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about TinyLife, the job vacancy and the person required. You should read these carefully to ensure that the job and conditions are suitable.
2. You must complete the application form and application checklist fully and accurately. If there is insufficient space for your answer, continue on a separate sheet.
3. **It is your responsibility to ensure that sufficient information is given on the application form and application checklist to enable a shortlisting panel to assess your suitability for this post.**

PLEASE SHOW CLEARLY IN YOUR APPLICATION HOW YOU MEET THE ESSENTIAL AND DESIRABLE CRITERIA OUTLINED IN THE JOB SPECIFICATION ENCLOSED.

4. Applications, CV's and attached sheets:
 - Applications will only be accepted on proper application forms so that the same type of information is received from all applicants.
 - CV's will not be considered, either in lieu of the application form or in conjunction with it.
 - Attached sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details.
5. It is the responsibility of the applicant to ensure an email or signed hard copy of the complete forms, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) is returned by:

Friday 12th November 2021 at 1.00pm

Where an email application is submitted by the deadline, a signed hard copy of the complete forms, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) should be returned by:

Monday 15th November 2021 at 5.00pm

Application forms received after this time and date will not be accepted

6. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide Documentary evidence of their identity for verification and photocopying.

IT IS ENVISAGED THAT INTERVIEWS WILL TAKE PLACE on week commencing Monday 6th December 2021

Applications should be returned no later than 1.00pm on
Friday 12th November 2021

Personal Assistant to CEO
TinyLife
1st Floor
The Arches Centre
11-13 Bloomfield Avenue
Belfast BT5 5AA
or
pa@tinylife.org.uk

Where an email application is submitted
by the closing date, a signed hard copy should must also
be returned by no later than
Monday 15th November at 5.00pm



TINY LIFE
Family Support Officer - JOB DESCRIPTION

POST: Family Support Officer Northern Trust 1 (maternity cover)

ACCOUNTABLE TO: Head of Operations

POST BASED AT: First Floor, The Arches Centre, 11-13 Bloomfield Avenue,
Belfast BT5 5AA

HOURS: 25 hrs per week

TERM: Permanent subject to funding

SALARY: Band 15-20 (£22,911-£25,295 pro rata)

MAIN JOB PURPOSE: To provide effective support services to meet the needs of families and the neonatal units within the geographical area as allocated:

- Northern Trust 1

TinyLife is the premature baby charity for Northern Ireland. The Family Support programme helps to alleviate some of the stress of having a sick or premature baby by providing a range of services. We offer a unique service providing emotional and practical support both in hospital, at home and in local communities.

The family support work in this area has been well established. TinyLife wish to develop the service to increase the level of support to families and the neonatal units.

KEY RESPONSIBILITIES

1. Support the delivery of the Strategic Direction in line with the mission, aims and values in line with your remit.

- Support the promotion of our mission and values in working towards achieving our aims and objectives.
- Undertake your duties to achieve objectives in line with KPI's.
- Take personal responsibility for effective communication.
- Act as an ambassador in all interactions, developing and maintaining effective relationships internally and externally as appropriate.

2. Deliver family support services to deliver KPI's in line with quality standards and legislative compliance within allocated geographical area.

- Make weekly visits to the local Neo Natal Unit and Maternity Units as required to meet, provide information and support to parents of premature, and sick babies.
- Agree a programme of support for families referred to TinyLife by carrying out an assessment of need, developing a support plan including providing practical information and support. Where appropriate, match with a trained family support volunteer.
- Conduct regular family reviews and reassess the level of family support provided.
- Assist in the implementation of TinyLife's breast pump loan service.
- Plan, prepare for and facilitate the delivery of local support groups, baby massage sessions and information events for parents.
- Liaise and work collaboratively with healthcare professionals and other statutory and voluntary organisations to ensure coherent and co-ordinated support of families, as well as to develop and support new TinyLife services.
- Provide assistance to the recruitment and training of volunteers, taking a lead in these tasks as and when required in line with organisational requirements, legislative requirements and best practice.
- Regularly support and supervise volunteers to assist families with premature, ill and vulnerable babies in the relevant geographical area.

3. Ensure effective personal leadership.

- Take personal responsibility for adopting a professional approach and adherence to the values of the organisation at all times.
- Be accountable for your own performance in line with a high-performance culture.
- Attend regular team meetings in order to maintain good communication within the department, and positively contribute to sharing concerns, experience and skills.
- Comply with the organisation's operational and people related policies and procedures.
- Positively identify any training and development needs as required to develop your skills and abilities and be committed to your own on-going professional development.

4. Ensure regular reporting including against KPI's.

- Assist in the collation and completion of required management reports as may be required accurately and within timescales relating to your area of responsibility.
- Conduct regular reviews of the nature and level of family support provided and obtain parental and children's feedback on the quality of service received.
- Ensure manual and computerised records are maintained and are accurate and up to date at all times.
- Support the effective monitoring and evaluation of all activities and outcomes as may be required in line with organisation and stakeholder requirements.

5. Research, Continuous Improvement and Development to meet current and future needs.

- Review your practices to identify new and creative approaches to be deployed to improve efficiency and effectiveness in your role.
- Put forward ideas in relation to new ways of working to promote innovation, creativity

- and experimentation to ensure continuous improvement.
- Assist with research, assemble and analyse data for funding and other documents.
 - Provide support to any of our activities, events or promotions as required.
- 6. Ensure effective financial management and use of resources.**
- Ensure the efficient and effective use of all our resources (staff, financial, physical).
- 7. Assist with the management of Risk, H&S, Quality and Compliance.**
- Ensure appropriate risk assessments are undertaken in relation to all aspects of your duties and all risks minimised in line with our policies and procedures.
 - Ensure adherence to quality assurance standards and codes of practice in line with changing requirements, legislative compliance and best practice in relation to the activities under your remit.
 - Ensure confidentiality and take proactive steps to ensure compliance to GDPR at all times, to minimize risk, maximise data security and to handle any actual or potential breach.
 - Adhere to all Health and Safety policies and practices are adhered to under your remit.
 - Ensure that any issues in relation to Health & Safety (including security) are resolved and / or brought immediately to the attention of management.
- 8. Other.**
- To carry out such other duties as required within competence and the demands and responsibilities of the post.

This job description may be subject to change in line with the changing needs and demands of the organisation.

Core Competencies and Behaviours: The following competencies will be explored at interview

To fulfil this role, the successful job holder will need to demonstrate the following:

- **Effective Leadership:** The ability to take personal leadership, responsibility and accountability within your area of work.
- **Focus on Outcomes / Project Management:** Exceptional organisational skills and strong attention to detail; with the ability to effectively plan and organise work efforts / projects, anticipate issues and overcome obstacles to ensure results are delivered in line with organisational goals and KPIs.
- **Building Relationships, Teamwork and Communication:** The ability to act as an effective ambassador and team player to build and maintain effective relationships with a range of service users / clients / stakeholders (both internally and externally) ensuring appropriate two way information sharing.
- **Sound Judgement and Decision Making:** The ability to gather, analyse and evaluate the appropriate data/information to generate solutions enable effective judgements and decisions to be made to influence or negotiate with others.
- **Innovation, Change and Resilience:** The ability to use your initiative to think ahead and evolve / implement new service innovations / geographical delivery opportunities, ensuring their effective management, and helping others to adapt within a changing environment.
- **Service Excellence:** The ability to ensure high quality standards and customer service excellence are consistently delivered.
- **Technical and Professional Development:** Effective use of IT.

TINYLIFE IS AN EQUAL OPPORTUNITIES EMPLOYER

FAMILY SUPPORT OFFICER
PERSON SPECIFICATION



ESSENTIAL

- 3 years recent working experience within the field of *family support, parenting support or Early Years in a voluntary, community or hospital setting and an A Level education or equivalent.

Or

- 2 years recent working experience within the field of *family support, parenting support or Early Years in a voluntary, community or hospital setting and either a health/social care professional or 3rd Level qualification in a relevant discipline.

**In this context family support is defined by working with families who have a child or young person under 18 years of age.*

- Experience of working with families of babies and young children under the age of 5.
- Proven ability to effectively assess need and plan and implement appropriate goals alongside the family.
- Knowledge of current legislation and policies relating to children and families.
- Proven ability to work to targets.
- Proven ability to manage, plan and prioritize workload.
- Ability to process and collate information, maintain effective records and produce reports using statistical information.
- Proven ability to use Microsoft Outlook, Word and Excel.
- Experience of partnership working to include statutory/voluntary sector.
- Intermediate level computing skills, word-processing – compiling reports, training handouts and letters, presenting and storing data in a database, effective use of e-mail, and ability to search out quality information on the internet.
- Excellent interpersonal skills.
- Excellent written and verbal communication skills including presentational skills.
- Proven ability to work reliably on own initiative.
- Understanding of the relevant policies and practices in relation to the post including Equal Opportunities, Anti Discriminatory practice and confidentiality.
- Willingness to access and attend training opportunities relevant to the post.

DESIRABLE

- 6 months' paid experience of supporting and leading a team of volunteers.
- Understanding of the training/knowledge base needs of volunteers working in the field of family support.
- Understanding of the needs of families with premature and vulnerable babies.
- Training qualification or 1 years' experience of delivering training.
- Completed or currently undertaking the IAMS Course in Baby Massage.

SPECIAL REQUIREMENTS

- A full, current driving license and/or access to a form of transport which will enable the post holder to carry out all duties.
- Eligibility to work in the UK

Terms and Conditions of Employment

- Two satisfactory references are required
- Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other form of identification that will be outlined if no passport is available.

Benefits

- 25 days annual leave plus 12 statutory days (pro-rata)
- Organisation Pension available – up to and including 6% contribution by TinyLife
- Free access to Organisation's health scheme (after successfully completing 6 months probation)

MEASURES OF CRITERIA

CRITERIA	APPLICATION	INTERVIEW
Employment, Qualifications/Education	X	
Managing Workload	X	X
Supporting Families	X	X
Working in Partnership & Wider Context	X	X
IT	X	X
Self-Management / Personal Attributes		X
Special Requirements	X	
Desirable Criteria	X	X

TINYLIFE JOB APPLICATION FORM



Job Ref: FSO/10/2021
Application No:

- Please write clearly (type or block capitals)
- All information will be treated in confidence and will be used by TinyLife to assess your suitability for the job
- Candidates will be short listed on the basis of information contained in this application and checklist

The Vacancy

Job Applied For:	
Where did you see ad?	
Surname:	
Forename (s):	
Address:	
Postcode:	
Home Tel. No.	
Mobile No.	
Email Address	
National Insurance No.	

References

All offers of employment are subject to receipt of satisfactory written references. Please provide the names, telephone numbers, addresses and email addresses of two referees, one of whom should be your present or most recent employer/line manager, and one who knows/has known you in a work capacity and can comment on your suitability for this post.

First Referee	Second Referee
Name:	Name:
Address:	Address:
Tel:	Tel:
Email:	Email:
Occupation:	Occupation:
Relationship to you:	Relationship to you:

Please contact my first referee prior to interview:	Yes / No
Please contact my second referee prior to interview:	Yes / No
Have you ever been convicted of a criminal offence? <i>[Exclude convictions which are spent under the Rehabilitation of Offenders (NI Order 1978)]</i>	Yes / No
Have you ever been excluded / barred from working with children and/or young people?	Yes / No

Your Qualifications

Type of Exam (GCSE, NVQ, A Level, Degree etc)	Subject	Grade

Are you currently employed?	Yes / No
Notice Required:	

Previous Jobs *(Start with present or most recent job)*

Name & Address of Employer	Dates employed & salary	Type of Job (give brief description of duties)	Reason for Leaving

[Please attach additional sheet if required]

CHECKLIST

Family Support Officer

Job Ref: FSO/10/2021

Application No:



Name of Applicant: _____

ESSENTIAL CRITERIA

You should use this section to clearly demonstrate how you meet the essential criteria for this post as identified in the job advertisement and personnel specification.

DEMONSTRATED RELEVANT EXPERIENCE IN the criteria below:

1. 3 years recent working experience within the field of *family support, parenting support or Early Years in a voluntary, community or hospital setting and an A Level education or equivalent.

OR

- 2 years recent working experience within the field of *family support, parenting support or Early Years in a voluntary, community or hospital setting and either a health/social care professional or 3rd Level qualification in a relevant discipline.

**In this context family support is defined by working with families who have a child or young person under 18 years of age.*

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 250 words)

2. Experience of working with families of babies and young children under the age of 5.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

3. Proven ability to effectively assess need and plan and implement appropriate goals alongside the family.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 250 words)

4. Knowledge of current legislation and policies relating to children and families.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 150 words)

5. Proven ability to work to targets.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 150 words)

6. Proven ability to manage, plan and prioritize workload.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

7. Ability to process and collate information, maintain effective records and produce reports using statistical information.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

8. Proven ability to use Microsoft Outlook, Word and Excel.

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 200 words)

9. Experience of partnership working to include statutory/voluntary sector.

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 200 words)

10. Intermediate level computing skills, word-processing – compiling reports, training handouts and letters, presenting and storing data in database, effective use of e-mail, and ability to search out quality information on the internet.

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 200 words)

11. Excellent interpersonal skills.

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 200 words)

12. Excellent written and verbal communication skills including presentational skills.

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 200 words)

13. Proven ability to work reliably on own initiative.

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 200 words)

14. Understanding of the relevant policies and practices in relation to the post including Equal Opportunities, Anti Discriminatory practice and confidentiality.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

15. Willingness to access and attend training opportunities relevant to the post.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

DESIRABLE CRITERIA

You should use this section to clearly demonstrate how you meet the desirable criteria for this post as identified in the job advertisement and personnel specification.

DEMONSTRATED RELEVANT EXPERIENCE IN the criteria below:

1. 6 months' paid experience of supporting and leading a team of volunteers.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 150 words)

2. Understanding of the training/knowledge base needs of volunteers working in the field of family support.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 150 words)

3. Understanding of the needs of families with premature and vulnerable babies.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 100 words)

4. Training qualification or 1 years' experience of delivering training.
Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 100 words)
5. Completed or currently undertaking the IAMS Course in Baby Massage.
Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 100 words)

SPECIAL REQUIREMENTS

You should use this section to clearly demonstrate how you meet the special requirements for this post as identified in the job advertisement and personnel specification.

1. Eligibility to work in the UK
Please use the space below to demonstrate how you meet this requirement. Additional pages will not be accepted. (Max 50 words)
2. A full, current driving license and/or access to a form of transport which will enable the post holder to carry out all duties.
Please use the space below to demonstrate how you meet this requirement. Additional pages will not be accepted. (Max 50 words)

Declaration

I declare that the information I have given is correct.

Signed: _____ Date: _____

MONITORING FORM

Ref: FSO/10/2021

TinyLife is committed to promoting equality, diversity and an inclusive and supportive environment for staff, volunteers and families.

In particular TinyLife will seek to ensure that people are treated equitably regardless of their gender, race, ethnic background, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, sexual orientation or other inappropriate distinction.

In order to do this, it is necessary to collect information from all employees and job applicants on the key characteristics which relate to equality and diversity in employment.

The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

This part of the application will be treated in the strictest confidence.

All applicants should complete this section. The information will also be used for the purpose of monitoring in terms of the principles of equality of opportunity and will not form part of your application.

Please provide information below about yourself that would assist this process

Please indicate your religion or the religion to which you would be perceived to belong by ticking the appropriate box below:

- I am a member of the Protestant Community
- I am a member of the Roman Catholic Community
- I am a member of neither the Protestant nor the Roman Catholic Community

Please indicate your gender by ticking the appropriate box below:

- Male
- Female

Do you consider yourself to have a disability under the terms of the Disability Discrimination Act 1995, defined as a physical or mental impairment, which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities?

- Yes

No

If 'yes', please state the nature of your disability:

Please describe your ethnic origin by ticking the appropriate box below:

Bangladeshi	<input type="checkbox"/>	Irish Traveller	<input type="checkbox"/>
Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	White	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Mixed Ethnic Group	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

This monitoring form should be returned in a separate envelope to:

Monitoring Officer

**TinyLife
First Floor
The Arches Centre
11-13 Bloomfield Avenue
Belfast
BT5 5AA**

Privacy Notice for Recruitment

This document sets out the main elements of the data we collect about you as an applicant, why we collect it and what we do with it during and after the recruitment process. We want you to feel assured that we manage your data confidentially, safely and securely.

Content of our Privacy Notice

- The Data we collect, why we collect It and how we use it
- Data Disclosure and Security
- Retention of Recruitment Data
- Making a Data Subject Access Request (DSAR)
- Making a Complaint

In accordance with our recruitment process, you are advised that personal and sensitive data about you may be collected, transferred, processed, stored, and retained in a manual and/or computerised form in a fair and lawful manner by the Company and/or by its third-party representatives. The information that you provide during the process will only be used for the purpose of progressing and evaluating your application in line with our contractual obligations and/or to fulfil legal or regulatory requirements.

You are advised that for reasons other than set out above, we are required to seek your consent to collect, hold, process and retain other data. If this applies you will be informed and you may opt not to consent. In any such circumstances, we will work out how we may best work with to you/deliver those services to you.

The Data we collect, why we collect it and how we use it

We collect and process certain data that either you provide to us or data we collect from or about you. This is so as we can contact you to progress your application and/or assess your suitability for the role you have applied for including undertaking any other checks and verifying data as may be necessary. We will not collect more information than what we need to fulfil our stated purpose and will retain it for no longer than necessary. The information we collect will be retained by us during the process and for a period after the recruitment process has been closed to ensure we can fulfil our legal obligations. *You do not have to provide the information, but it may affect our ability to progress your application if you do not.*

We will request certain information throughout the different stages of the recruitment process:

Application Stage: Typically, this may include asking you to supply the following information: CV/Application form including: Your name, contact details, previous experience, qualifications, professional memberships, references. You may also be asked to provide equal opportunities information at this stage. If we have 11 or more full-time employees working 16 hours or more per week, we are required to monitor this information by law under Fair Employment legislation. Whilst we encourage you to complete the Equal Opportunities Monitoring form, you are advised that it will not affect your application if you do not do so. This information will not be made available to the recruiting manager. The data will be shared with the Equality Commission on an anonymised/collective basis as required by law.

Shortlisting: The recruitment panel will shortlist all applications for interviews. They will be provided with your CV/Application in order to shortlist against the criteria. Your equal opportunities information will not be made available to them.

Assessment and selection: Applicants who have been shortlisted will be invited to attend a selection event which may comprise of an interview and other methods, such as psychometric tests. The information collected and retained may include interview notes, test results and any letters to you including to those who have been deemed unsuccessful at shortlisting or interview stage. Other personal and/or sensitive data may also be collected, processed and retained at various stages of the process such as: photocopies of

your passport/other appropriate documentation to confirm your eligibility to work in the UK as required by law, proof of qualifications, criminal records declaration and a satisfactory Access NI or other security checks, references details including confirming your previous employment history, medical questionnaire and other pre-employment checks as may be appropriate to the role.

We may also use the information we collect to enable us to provide updates to you including, if appropriate, to advise you of other available opportunities/suitable vacancies for which you may wish to be considered and/to improve our recruitment processes.

The information we collect, process and retain is necessary in order for us to progress your application and meet our contractual and legal obligations.

Data Disclosure and Security

Our recruitment processes and/or selection tests may be provided/managed by a third-party company acting on our behalf. If so, they will also collect and hold these documents. We will have contracts in place which means they can only process your personal information under our instruction and only for the purposes intended. They are not permitted to share your personal information with anyone and must hold it securely and retain it only for the period as instructed by us. Your data may also be shared with the Equality Commission, HM Revenue and Customs and other parties as required for the purpose of fulfilling our legal obligations and our contractual obligations in relation to undertaking and verifying pre-employment checks as appropriate to the role. The information provided will be stored in secure databases and other cloud-based services, as well as paper files which will be retained in locked filing cabinets.

We confirm that we have appropriate security measures in place to manage and restrict access to your personal information and to prevent unauthorised access. This data is only available to authorised personnel who need to know that information in order to process it for us. These individuals are subject to strict contractual confidentiality obligations and may be subject to disciplinary and other action including termination of their contract/employment if they fail to meet these obligations.

Retention of Recruitment Data

General Application and Selection Information	At least 1 year from monitoring date
Recruitment monitoring information This relates to our obligation to monitor the gender and religious breakdown of our workforce and to report on this to Government Agencies.	At least 4 years for applicants, for duration of employment for employees
Disclosure information/vetting for criminal offences (if required) This relates to retention of identity information, your vetting code and date confirming Vetting. This information is only requested when the role or business undertakes regulated activities for the purposes of Safeguarding to ensure we manage our legal and safety obligations to clients.	For the duration of your employment and at least 6 years after termination

Data Subject Access Request (DSAR)

You have a right to access information we may hold on you to confirm the accuracy of data and check the lawfulness of its processing or to allow you to exercise your rights including to correct or object if necessary.

If you wish to make a request for information we hold on you, this should be made to Alison McNulty, tel 02890 815050 / email alison@tinylife.org.uk

- Your full name, address and contact details
- Any information used by us to identify you (such as Application number)
- Details of the specific information required and any relevant dates

We will normally respond to your request within one month. However, this may be extended by a further two months whereby a request is complex or numerous. If this applies we will write to you within one month of the receipt of the request and explain to you and explain why the extension is necessary.

The information will normally be provided to you free of charge. However, we reserve the right to charge a reasonable fee when a request is considered to be 'manifestly unfounded', 'excessive' or 'repetitive.' In such cases the fee will be based on the administrative cost of providing the information. In exceptional circumstances, we may refuse to respond to the request. If this applies we will explain to you why and inform you of your right to complain.

Making a Complaint

You have a right to complain to the ICO if you think there is a problem with the way we are handling your data.