















	General Complaints	Is the data collected direct from the citizen?	Is the data about the citizen collected from a third party?
<p>Why we collect information about you?</p> <p>What is the legal basis for us collecting your information?</p>	<p>To enable to Council to deal with your complaint appropriately</p> <p>The Council has a statutory duty to investigate complaints under a wide range of legislation.</p>		
What information do we collect about you?	Name, contact details and details relevant to the complaint.		
Who do we share the information with?	Some complaints are dealt with using a multi-agency approach which means we may talk to housing providers, support workers and other agencies in order to effectively investigate and resolve the complaint. This would be different depending on the case and the officer would discuss this with the complainant.		
Is any information transferred to or stored in servers based outside the European Economic Area?	No		
How long do we keep your information?	2 years after closure of the case unless there are further complaints relevant to the property or resident.		
Who do we collect information from?	The resident who is reporting the complaint gives us details. Sometimes complaints are reported to a Ward Councillor and they then in turn report it to the Council on the resident's behalf.		
What are the consequences if we don't collect the data?	We cannot respond to the complaint effectively		
Are any decision about you made by automatic means?	No	