Learning Agreement

Terms of Service

For Learners and Funders

Introduction

In this document we set out our commitment to learning, detail learner commitment and share key policies and procedures important for all key parties. Please read it carefully as It contains some important information.

Contents

Introduction 2
Key Terms and Definitions 3
Our Commitment to Quality 3
Our commitment to your Learning 3
Quality Assurance 3
Learner commitment 4
Assessment Malpractice Policy 4
Behaviour Policy 6
Information and Advice to Help you Select the Right Course 7
Support Completing the Qualification 7
Time frame for completing the qualification 7
Break in learning 8
Withdrawing from the course 8
Fees payable 8
Employer Funded Training – Third-party Funder 9
Refunds 9
NVQ APPEALS PROCEDURE 10
Centre Complaints Procedure 15
Equality and Diversity 18
GDPR: Data Privacy Notice for Clients and Suppliers 19

Key Terms and Definitions

Learner – the person whom and Alexdd are training.

Funder – The person or organisation whom is paying for the service.

Funder Representative – The person within the organisation whom originally arranged and procured the training. If that person no longer works for the Funder organisation, it will be a person with equal or higher seniority or responsibility.

Our Commitment to Quality

We aim to continuously:

- Improve the quality and consolidate the range of provision for learners and employers
- Raise the skills of adults to enhance employability, productivity, and social cohesion
- Manage finances, staff and resources effectively and efficiently
- Improve our performance

Our commitment to your Learning

Alexdd are committed to:

- Helping learners achieve their potential
- Ensuring all feedback is given in a timely manner
- Making teaching and learning our priority
- Valuing and respecting everybody as an individual
- Striving for excellence
- Acting with honesty, integrity and leading by example
- Being positive and challenging

Quality Assurance

Quality is ensured in several different ways.

(a) Constant reviews of the qualification by the Internal Quality Assurer.

(b) Monitoring by twice yearly visits from the External Quality Assurer, an employee of the awarding body.

Our latest reports have demonstrated a high level of quality in all aspects of delivery and student achievement.

Learner commitment

Learners with and Alexdd are committing to:

- Work steadily through the course with regular submissions
- Meet personal submission deadlines (if applicable) that may have been set by an assessor
- Keep copies of all the work produced as part of the course. After completion, and Alexdd are not able to provide copies of any of the work submitted by learners
- Inform us immediately of any reasons that prevent you from studying
- Attend your pre booked study day(s) (If applicable)
- Notify us of any changes to your contact details
- Respond to communications from and Alexdd that are requesting action in a timely fashion.
- Pay to and Alexdd all course fees due
- Comply with the Behaviour Policy listed below
- Comply with the assessment Malpractice Policy listed below

Failure to adhere to these commitments could result in sanctions to be placed on to you which could include, but not limited to, withdrawal from your course.

Assessment Malpractice Policy

This policy summarises the management of assessment malpractice within qualifications.

1. Malpractice involves those acts which undermine the integrity and validity of assessments, the certification of qualifications and/or damage the authority of those conducting the assessment and certification.

2. and Alexdd do not tolerate actions or attempted actions of malpractice by candidates or assessors.

3. The Centre Manager will supervise investigations resulting from allegations of malpractice and will inform candidates and centre staff suspected of malpractice of their rights and responsibilities.

   Candidate Malpractice:

   This may include:

   - Copying others work. This could be in the form of:
     - Copying or inserting content from other sources without referencing or stating the originating source
     - Directly copying past or present learners' work
     - Submitting another learners' work as their own

- Pretending to be someone else
- Sending, printing or distributing original evidence to third parties, individuals or companies for any reason or means
- Fabrication of evidence or asking and Alexdd to omit the truth from third parties whom have a vested interest in the course e.g. funders of the course
- Altering certificates
- Falsifying or fabrication of data, feedback, results or any other assessment records
-

Centre Staff Malpractice:

This may include:
· Producing falsified witness statements
· Misusing conditions for special learner requirements
· Failing to keep learner computer files securely
· Fraudulent certificate claims
· Falsifying records

Malpractice discovered by the Centre

1. Episodes of malpractice will not be tolerated by the Centre and will be reported to awarding body using the JCQ Malpractice Form.

2. The Centre will inform an individual they feel has been involved in malpractice in writing or verbally depending on how time sensitive the investigation is; making the individual aware of the possible consequences should malpractice be proven. This could include the certificates being recalled and declared invalid, the candidate could be withdrawn from the course(s) with immediate effect or a formal warning could be issued depending on the severity of the case. In addition, and Alexdd is likely to ban the candidate from completing subsequent qualifications with and Alexdd thereafter.

3. The individual will be given the opportunity to respond to the allegations made either verbally or in writing.

4. The Centre will also inform the individual of the appeal procedure should a judgement be made against them.

5. Centre Staff and Associates who are deemed to have undertaken malpractice will fall under the and Alexdd disciplinary procedure and disciplinary proceedings will be initiated.

Behaviour Policy

At and Alexdd, we expect professional behaviours to be adopted at all times during all forms of communication and interactions. It is expected that reasonable precautions and appropriate use of language is evident to ensure positive working relationships throughout the learning journey. and Alexdd does understand that especially with written communication, statements can be taken out of context or different meaning could be deduced. However, it is important to try and minimise this and all parties should have some degree of tolerance if misunderstanding does occur. Where deliberate confrontation occurs, unrealistic expectations expressed or deliberate use of unprofessional behaviour is apparent, it is expected that the offending party justifies or even apologies for such use in order to continue to offer a positive relationship moving forward. Unprofessional behaviour could include but is not limited to:

- Shouting either verbally or in written form with the deliberate use of capitalisation
- Approaching and conducting communication confrontationally or provocative
- Persistent violation of common web etiquettes (netiquette) or British society's intercommunication etiquettes
- Use of inappropriate language or digital content that could cause offence
- Condescending tone or condescending use of language
- Having unrealistic expectations: This could usually be in the form of requesting or insisting an action that contravenes industry standard practices or goes against existing policies or procedures
- Any correspondence deemed to be threatening
- Not be willing to listen or act on feedback given
- Discriminating or not been willing to work with specific people

Learner Violation

If a member of staff believes that the behaviour policy has been violated, they will report the incident to either the Quality Manager or Business Manager. If they too believe a violation has occurred, they will be in contact with the alleged offender to ascertain reasonings for such behaviour. Depending on the severity of the incident, the following could take place:

- Verbal or written warning, with actions, if a similar incident occurs
- Additional training, advice or guidance if competency was a significant factor within the offence
- Restrictions or sanctions implemented that could change the method or medium of training, change support mechanisms that would be put in place or change support structure that would be available
- Withdrawal from the course

Staff Violation

If a learner believes that a staff member is in violation of this policy then the Centre complaints procedure should be followed. This can be found within this document.

Information and Advice to Help you Select the Right Course

This starts with the initial contact with us here at and Alexdd where we will have the opportunity to understand and explore the needs.

You can see that we have considerable expertise gained over many years in the education sector. If we can't provide you with the right course then we will always signpost you to other organisations that might be able to help you. If you have any additional needs that you feel might hinder your progress in completing your qualification then this should be shared at the earliest opportunity and, with your agreement, steps taken to give you any additional help or support needed.

Support Completing the Qualification

Our courses are designed around the learner and you will be supported by and Alexdd's staff. This could include our administration staff, faculty administrators, assessors and the and Alexdd Internal Quality Assurer if needed.

The learner's assessor will be on hand to offer you feedback and support to complete your qualification. This means that assessment will be an on-going process and will allow you to achieve your qualification easily and timely.

Time frame for completing the qualification

The time allowed for completion of each qualification depends upon the level it is at and the total qualification time (TQT) of the qualification.

Level 3 These qualifications should usually be completed within 6 months but we do have the option to extend this.

Level 4 These qualifications should usually be completed within 9 months but we do have the option to extend this.

Whilst there are no formal deadlines for the aforementioned qualifications, and Alexdd are responsible for ensuring any work completed by our learners is current at the time of certification.

Any assessments that lapse **2 years** are no longer deemed as current. If work lapses 2 years, it will need to be re-submitted and re-assessed.

If you are required to attend a study day as part of your course, the 2-year rule of currency also applies. Re-attendance will be required and the re-attendance fee will apply.

Break in learning

We accept that from time to time events in life may crop up that mean studying becomes very difficult. In these exceptional circumstances there may be an opportunity to be placed onto a break in learning. You will need to get in contact with us, either by email of phone to discuss this and see if it would be possible. We will then amend your records accordingly and make a note to contact you once your break ends to ensure you are ready and able to return to your studies.

Should you be able to return to your studies sooner than anticipated you do not have to stay on your break in learning. Simply email us and let us know the date you will be resuming and we will update our systems.

Withdrawing from the course

Often when learners contact us to withdraw from a course it is because they are finding it difficult to find enough time to do the work. If this is the situation, it might be better to request a break in learning instead. That way the learner can return to the course when they have more time.

Should the learner still wish to withdraw totally from a course it is their responsibility to let us know by email. The only exception to this is if the Funder decides to withdraw a learner they have paid for (see Employer Funded Training – Third-party Funder below)

The withdrawal date will be one working day after the date we receive your email.

Fees payable

By enrolling on the course, either the learner or the Funder are committing to paying the full course fee. This means that even if the learner is withdrawn from the course, the full course fee must still be paid. If the fees are being paying by instalments, we will invoice you for the difference between the amount we have received up to the date you notify us of your wish to withdraw and the full course fee.

Employer Funded Training – Third-party Funder

Employers or other third-party can pay for training on learners' behalf (Funder). When this occurs, the Funder has specific rights regarding the training they have purchased as the 'Contract of Service' is between and Alexdd and the Funder.

In some cases, a learner's explicit consent is not needed for specific types of requests. These requests are:

- Withdraw the funded learner from training
- Confirmation of whether the funded training has been completed.

Only a person with appropriate levels of seniority can perform such a request. This would usually be the person who originally purchased the training. If a different person is performing the request, and Alexdd may need confirmation and proof that the new person is authorised to do so.

The learner will need to grant and Alexdd explicit consent to share any other information with the Funder.

Refunds

We are not able to offer you any refund of your course fees after you have enrolled on the course.

If a learner wishes to withdraw from a course before they have enrolled and within 30 days of their payments their course fee will be refunded to them less a £100 administration fee.

No refund will be paid after this 30-day period.

Any refunds due will be made to the person or organisation that paid the original fee and by the same payment method, except where the payment method was cash, in which case the refund will be made by bank transfer and we will request your bank details.

Please note that refunds will not be immediate. However, they will be processed in a timely manner, but are subject to the and Alexdd authorisation process and bank processing timings.

Introduction to the Appeals Procedure

All candidates have the right to a fair and appropriately conducted assessment and to clear and constructive feedback.

They have the right to timely support and guidance from their NVQ centre. They therefore also have the responsibility to work with their assessor to achieve their NVQ.

If candidates believe that the standard of assessment is not being maintained they have a right to appeal about their access to assessment and assessment decisions. They can also complain against the way in which a centre is being managed.

The appeals and complaints procedure has three stages and these are outlined below.

All the necessary documents should be filled in and sent to the appropriate person.

NVQ APPEALS PROCEDURE

The appeals procedure consists of three stages

STAGE ONE

1.1 Where the candidate disagrees with the assessment decision given, they must discuss this with the assessor concerned as soon as possible. The candidate may provide additional evidence to help prove their competence.

1.2 The assessor must carefully consider what the candidate has said and /or review any new evidence and provide an immediate response.

1.3 The assessor can:

a. Confirm the original decision, explaining clearly the reasons for the decision after re-evaluation of the evidence.

b. Amend the original decision after re-evaluation of the evidence and alter the candidate's assessment record accordingly

1.4 The NVQ Appeals Form must be completed by the candidate up to and including Stage one.

1.5 If the candidate agrees with the decision the appeal need not proceed any further.

1.6 If the candidate remains unhappy with the decision, the appeal must proceed to Stage two.

STAGE TWO

2.1 The assessor must forward the original record/candidate evidence, where appropriate, and the NVQ Appeal form to the appropriate Internal Quality Assurer within twenty-four hours of the appeal being raised.

2.2 The Internal Quality Assurer must re-consider the assessment decision by evaluating the: -

a) Candidate evidence and associated records.

b) Assessor's rationale for the decision.

c) Opinion of another assessor.

d) Opinion of the candidate.

2.3 The Internal Quality Assurer can -

a) Confirm the original assessment decision.

b) Amend the original assessment decision and alter the assessment records accordingly.

2.4 The Internal Quality Assurer must complete Stage two of the NVQ Appeal form.

2.5 The candidate must be informed of the decision in writing within five working days of receipt of the appeal. The Internal Quality Assurer should also meet the candidate to explain verbally the reasons for the decision.

2.6 Where the candidate remains unhappy with the decision, the appeal must proceed to Stage three.

STAGE THREE

3.1 The Internal Quality Assurer must forward all relevant details to the NVQ Co-ordinator including:

a. The NVQ Appeal Form

b. Assessment Record Sheets

c. Background details

d. Written comments of the Internal Quality Assurer

3.2 The Co-ordinator must convene the Appeals Panel within ten working days of receipt of the appeal.

3.3 The Appeals Panel will consist of the

a. NVQ Co-ordinator

b. Internal Quality Assurer

c. Candidate

d. Original Assessor

e. Friend or colleague of the candidate if they wish

3.4 The Appeals Panel can:

a. Confirm the original assessment decision

b. Amend the original assessment decision and alter the assessment records accordingly.

3.5 The Appeals Panel must reach a decision and inform the candidate accordingly.

3.6 The decision must be confirmed in writing within five working days of the appeal being heard.

APPEALS REPORT FORM

Where possible, the candidate should speak to the assessor directly and try to resolve the matter. If an agreement cannot be reached or the matter is beyond the assessor's remit, this form should be filled in.

Name of Candidate	Title and level of Qualification
Candidate's Work Address	Name of Assessor
Explain briefly why you wish to appeal	
Have you spoken to your assessor? YES / NO If yes, what was the outcome? If no, what was the reason for this?	
Candidate's signature Date	

INTERNAL QUALITY ASSURER'S DECISION ON APPEAL

Internal Quality Assurer's should record their decision, giving a copy to the candidate and the assessor. The decision should also be presented for discussion at the next Internal Quality Assurer's meeting.

Name of Candidate	Name of Assessor
Briefly describe the evidence collected:	
Briefly state your decision and reasons for it:	
Recommendations:	
Name of Internal Quality Assurer 1 Internal Quality Assurer signature and date Name of Internal Quality Assurer 2 Internal Quality Assurer signature and date	

Centre Complaints Procedure

Alexdd recognise that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure). In these instances, the recognised complaints procedure is as follows;

1. The complainant should complete and return a `Notification of Complaint' form to the Centre Manager.

2. Receipt of the complaint will be acknowledged usually via email.

3. The complaint will be reviewed by the Centre Manager. They will decide whether the nature of the complaint impacts on the quality standards of delivery or if it relates to other areas of the business which will not affect the assessment process.

4. The Centre Manager will investigate the complaint accordingly. Those involved in the complaint will have the right to attend any scheduled meetings to express their views in person.

5. The Candidate will receive a written response within ten days, setting out the result of the investigation and the action that will be taken. If the investigation is likely to exceed ten days, the candidate will be contacted and told when we expect a response will be available.

Notification of Complaint

and Alexdd recognise that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure).

Where possible the complainer should speak directly to those involved and try to resolve the matter. If this is not possible, or agreement cannot be reached this form should be filled in.

Please complete all sections and return this form as soon as possible to the address shown at the base of this form.

Your name	Are you currently undertaking a qualification with and Alexdd? If yes please give the title and level of qualification.
Candidate's work address	Address for correspondence if different

Explain the nature of your complaint (use a separate sheet if necessary)

Your signature

Date

Please send this completed form:

The Centre Manager and Alexdd Training Ltd. 36B Slade gardens. DA8 2HT Info@alexdd.co. uk

Thank you

Equality and Diversity

Alexdd recognise the important role we have as a training provider in eliminating all forms of discrimination and harassment under our sphere of control and in promoting tolerance, fairness, and equality.

Our policy Statement

Alexdd are committed to eliminating discrimination and encouraging diversity. We will work together to ensure that our learners are provided with a responsive and culturally sensitive service, which addresses issues of discrimination and harassment.

We recognise that some forms of disadvantage and discrimination are widely experienced by particular groups (because of race, ethnic origin, colour, national origin, disability, sexuality, religion, gender, marital status or age). We oppose all forms of unlawful and unfair discrimination and will seek to achieve equality by eliminating discrimination experienced on these grounds and promoting social cohesion.

In addition, we support and promote diversity, by recognising that all people are different. We aim to recognise the needs of individuals and treat each person with dignity and respect.

GDPR: Data Privacy Notice for Clients and Suppliers

and Alexdd (Assessor Training) Ltd ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use https://Alexdd.co.uk/privacy-notice/ and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

Alexdd (Assessor Training) Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: phone: 03301136691 and Address36B Slade Gardens. DA8 2HT or all data matters contact our data representative Efosa on 07721796756 or at efosa.ekhator@alexdd.co.uk

3. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

- To register you as a new customer;
- To register you as a potential new customer;
- To process and deliver your product or service including:
    a. Manage payments, fees and charges;
    b. Collect and recover money owed to us;
    c. Administration and verification of qualifications;
    d. Track communication and decisions taken by staff;
    e. Track progress and offer advice and support whilst on programme;
- To maintain our own accounts and records;
- To manage our relationship with you which will include:
    a. Notifying you about changes to our terms or privacy policy;
    b. Asking you to leave a review or take a survey;
- To administer and protect our business and our websites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data);
- To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you;
- To use data analytics to improve our website, products/services, marketing, customer relationships and experiences;
- To make suggestions and recommendations to you about goods or services that may be of interest to you;
- When considering whether to make a reasonable adjustment under equality law and in other cases where we are legally required to;

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- Personal data; first name, last name, username, title, date of birth, employer name, IP address, billing address, delivery address, email address, telephone numbers, financial / card information and personal description.
- Other data that is necessary to the operation of the business such as details about the course you are studying, progress, previous qualifications, Special Educational Need,

academic and vocational experience, communications with us, assessment appeals, assessment decisions and grading history.

- Special categories of data; Health, disability, religion

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

Consent of the data subject;	Provided when completing course induction webform for course administration, requesting a call back or email contact from our forms located on our website, requesting information or requesting additional correspondence over the phone;
Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	Contract of sale, instalment contract;
Processing necessary for compliance with a legal obligation	When considering whether to make a reasonable adjustment under equality law and in other cases where we are legally required to;
Processing necessary to protect the vital interests of a data subject or another person	
Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject	Similar or relevant products or services offered by and Alexdd;

b) Special categories of personal data (article 9 of GDPR)

Our lawful basis for processing your special categories of data:

Explicit consent of the data subject;	Provided when completing course induction webform for course administration
Processing necessary for carrying out obligations under employment, social protection law, or a collective agreement;	When considering whether to make a reasonable adjustment under equality law and in other cases where we are legally required to;

More information on lawful processing can be found on the ICO website.

6. Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared only with outside bodies in order to process finance, report payment defaults, file, dispute or pressure legal claims, collect monies owed, administer qualifications and comply with awarding body requirements regarding registration, claiming and reporting.

For administration of qualifications we will share your date with Pearson UK Ltd, City & Guilds Group, SFJ Awards or Industry Qualifications Ltd all of which are within the European Economic Area –"EEA".

If payment default occurs, we may share your data with the UK Credit Reference Agencies. All of which are within the EEA.

We process payments using Go-Cardless Ltd, Stipe Payments Europe Ltd and PayPal and may share your data with these companies for this purpose. Go-Cardless is within the EEA and both Stripe Payments Europe Ltd and PayPal may transmit shared information outside the EEA. Stripe Payments Europe Ltd and PayPal both operate under the EU-U.S. and Swiss-U.S. Privacy Shield Framework

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the stated purposes and use the following criteria to determine how long to retain your personal data. We retain:

- Completed learners' assessment data, if held, for 2 years after certification;
- The data for learners' whom have requested withdrawal themselves for 2 years after the withdrawal request;
- The data for learners whom and Alexdd have withdrawn for 2 years. After 2 years we will retain only communication notes, withdrawal information, enrolment data, first and last name for 7 years after withdrawal;
- The data for data subjects that enquired about our products or services for 6 months after the last successful contact or the date they last requested contact, whichever is longest;

8. Providing us with your personal data

You are under an obligation to provide your personal data to us in order to administer any qualifications we provide.

If you fail to adhere, we will not be able to deliver the product or service you have requested.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent is our only lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics);

10. Transfer of Data Abroad

We do not transfer personal data outside the EEA.

11. Automated Decision Making

We do not use any form of automated decision making in our business.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on the website home page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our data representative on 03301136691 or GDPR@Alexdd.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email https://ico.org.uk/global/contact-us/email/ or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.