

Geograph Project Ltd  
Charity No 1145621

## Complaints Policy

1. Complaints are received from landowners and people in occupation of property. These usually take the form of an objection to one or more photographs in our database on grounds such as privacy violation, security concern, or that they were unlawfully taken (e.g. by trespassing).
2. Complaints are received that a photograph in our database identifies a child.
3. Complaints are received from persons that allege the Geograph has shared their personal information.
4. Complaints are received from persons using the Geograph website.
5. All complaints howsoever arising are to be investigated and dealt with promptly.
6. Landowner complaints are to be taken seriously and dealt with by the Trustees with patience and courtesy. The complainant is to be kept informed of any action that we take
7. The procedure for dealing with landowner complaints is set out in the attached document.
8. If a complaint that a photograph positively identifies a child is received, and is accurate, the photograph is removed from the public database.
9. If a complaint is received about data protection, this must be referred to our data protection officer.
10. Minor complaints from website users may be dealt with by moderators.
11. A minor complaint is one that does not fall into the important categories previously identified, does not raise any prospect of an image being removed from view and does not raise any policy implications for Geograph. An example would be a complaint that an image description or title is inaccurate.
12. The various channels available for website users to complain are set out in the attached document.

Approved by the Board of Trustees

Signed



Chair  
March 2023