

## Data Protection Complaints Procedure

### Purpose

1. This procedure explains how Willans LLP handles complaints about the way we process personal data.

### Your Right to Complain

2. You have the right to make a complaint to us if you believe that we have not complied with our obligations under:

- the UK General Data Protection Regulation (UK GDPR); or
- the Data Protection Act 2018

in relation to your personal data.

3. A complaint may relate to any aspect of how we handle your personal information, including its collection, use, storage, disclosure, or protection.

### How to Make a Complaint

4. You may submit a complaint using any of the following methods:

- **Web:** [www.willans.co.uk/contact/](http://www.willans.co.uk/contact/)
- **Email:** [law@willans.co.uk](mailto:law@willans.co.uk)
- **Post:** Head of Governance & Risk, Willans LLP, 34 Imperial Square, Cheltenham GL50 1QZ
- **Telephone:** 01242 514000

5. To help us deal with your complaint, please provide:

- your name and contact details;
- a description of your concern; and
- any relevant information or correspondence.

### Acknowledgement of Your Complaint

6. We will acknowledge receipt of your complaint within 30 calendar days of receiving it.

### How We Handle Your Complaint

7. After acknowledging your complaint, we will:

- take appropriate steps to investigate the matters raised;
- make reasonable enquiries as necessary; and
- keep you informed about the progress of your complaint.

8. We will handle complaints without undue delay, taking into account their nature and complexity.

### **Outcome**

9. Once our investigation is complete, we will inform you of the outcome without undue delay.
10. Our response will explain:
- the result of our investigation; and
  - any steps we have taken or propose to take in response.

### **Escalation to the Information Commissioner's Office (ICO)**

11. If you are dissatisfied with our response, or if we do not respond within a reasonable timeframe, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent authority for data protection.
- Website: <https://www.ico.org.uk>