

Data Protection Complaints Policy

1. Our Commitment

We are committed to handling your personal data in a fair, transparent and lawful way in accordance with UK data protection law.

If you are unhappy with how we have collected, used, stored or shared your personal data, you have the right to raise a complaint with us. We take all such concerns seriously and will deal with them promptly and fairly.

2. What is a Data Protection Complaint?

A data protection complaint is any concern about how we have handled your personal data, including:

- How your personal data has been collected or used;
- How long your personal data is kept;
- The accuracy of your personal information;
- How we respond to your data rights requests (e.g. subject access requests);
- Concerns about data security or a data breach;
- Whether your data has been shared appropriately.

You do not need to use legal terminology or refer to specific laws when making a complaint.

3. How to Make a Complaint

You can raise a data protection complaint with us using any of the following methods:

- Email: ClientServices@blandy.co.uk
- Post: FAO Client Services Partner, Blandy & Blandy LLP, 1 Friar Street, Reading RG1 1DA
- Telephone: 0118 951 6800

You can also raise your concern through your usual contact within the firm.

Please provide as much detail as possible about your concern so that we can investigate it fully.

We will accept complaints in any format, even if they are informal or not submitted through a specific channel although you may be asked to provide additional information as a complaint investigation progresses.

4. What Happens Next

Once we receive your complaint, we will:

4.1 Acknowledge your complaint

- We will acknowledge receipt of your complaint within **30 days**.

4.2 Investigate your concerns

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- We will investigate your complaint and take appropriate steps to understand what has happened
- This may involve reviewing our records and speaking with relevant staff
- We may contact you if we need further information

4.3 Keep you informed

- We will keep you updated on the progress of your complaint where appropriate

4.4 Provide an outcome

- We will respond to your complaint without undue delay and provide a clear explanation of:
 - Our findings
 - Any action taken
 - Any steps we will take to prevent recurrence

5. Timescales

We aim to resolve data protection complaints as quickly as possible.

- Acknowledgement: within **30 days**
- Full response: we will aim to provide a full response without undue delay, and in any event within three months of the date you raised your complaint unless the matter is complex . We will confirm our expected response date when we acknowledge your complaint.

If we expect a delay, we will explain why and keep you informed.

6. If You Are Not Satisfied

If you are not satisfied with our response, or if you prefer not to raise your complaint with us, you have the right to complain to the UK data protection regulator:

- Information Commissioner's Office (ICO)
- Website: <https://ico.org.uk>
- Helpline: 0303 123 1113

7. Accessibility and Availability

We are committed to making this process:

- Easy to find (for example, via our [website](#) and privacy notice)
- Easy to use, without unnecessary barriers
- Accessible to all individuals

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8. Relationship with Our General Complaints Procedure

Data protection complaints may also form part of a broader service complaint.

Where appropriate, we may handle your concern under both this policy and our general complaints procedure to ensure it is fully addressed.

9. Further Information

For more information about your data protection rights, please see our [Privacy Notice](#) or visit the Information Commissioner's Office website:

[Make a complaint about how an organisation has used your personal information | ICO](#)