

Data Protection Complaints Procedure

1. Purpose

This procedure sets out how Devonshires Solicitors LLP (“the Firm”) handles complaints relating to the processing of your personal data, in accordance with the Data (Use and Access) Act (DUAA).

We are committed to ensuring that all data protection concerns are handled fairly, transparently, and without undue delay.

2. Scope

This procedure applies to all complaints relating to how the Firm collects, uses, stores, or shares personal data.

Complaints can be raised by:

- Clients
- Third parties (known as Data Subjects generally)

3. The right to complain

If you have concerns, or are not satisfied with how we have handled, processed your data, then you must raise complaints directly with the data controller (the Firm) in the first instance.

4. How to make a complaint

Complaints may be submitted via:

- Email to: compliance@devonshires.co.uk
- Post: 30 Finsbury Circus, London EC2M 7DT
- Telephone: 020 7628 7576
- Online link: <https://www.devonshires.com/contact/>

Complainants should provide:

- Name and contact details
- Description of the issue
- Relevant dates and supporting information

Please note that we will provide reasonable adjustments where required (e.g. accessibility needs, larger font, etc).

5. Acknowledgment of complaints

All complaints will be acknowledged within 30 calendar days of receipt and will include:

- Confirmation of receipt
- Name/contact details of the handler
- Summary of the complaint
- Outline of next steps

6. Complaint handling and investigation

Complaints will be reviewed and handled by either our Data Protection Compliance Manager (DPCO), or our Head of Compliance, Lucy Hughes.

7. Resolution and outcome

We will investigate and resolve complaints without undue delay, and provide a written outcome including:

- Findings of the investigation
- Whether the complaint is upheld (in full or part)
- Reasons for the decision
- Any remedial action taken
- Reconfirm your rights as a Data Subject

8. Timeframes

We will issue our response and offer any resolution without undue delay.

Where a delay is incurred, we will inform you, and provide a reason as to the complaint, and an updated expected timeframe.

9. Escalation

If you are dissatisfied with the outcome of your complaint, or you believe your data protection concerns have not been addressed appropriately, you have the right to escalate your complaint to the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

How to Contact the ICO:

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Postal address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

You are encouraged to contact the ICO after receiving our final response, or if you have not received a response within a reasonable timeframe. The ICO may expect you to have given us the opportunity to resolve your complaint before they investigate.

10. Record keeping and review

We will maintain complaints register which will include the follow:

- Nature of complaint
- Dates received and acknowledged
- Outcome and actions taken
- Time taken to resolve
- Records will be retained securely in line with our retention policy.

This procedure will be reviewed annually, or earlier if required due to changes in law and/or, regulatory guidance.