

Clapham & Collinge LLP Data Protection Complaints Handling Procedure

Our Complaints Policy

We are committed to dealing with data protection complaints. This policy sets out how complaints are to be submitted together with the steps we will take to investigate and respond without undue delay.

Our Complaints Procedure

If you have a complaint please contact us as set out below. We may need to ask you for formal identification documents so that we know who we are dealing with and that you have authority to make the complaint. It is important when you contact us to make it clear that this relates to Data Protection and if it is a Subject Access Request (SAR).

To submit a complaint via email please email sar@clapham-collinge.co.uk.

To submit a complaint via post – GDPR Lead, St Catherine’s House, All Saints Green, Norwich, NR1 3GA

What will happen next?

1. We will acknowledge receipt of your complaint within 30 days of receiving it or within 30 days of us receiving the formal identification evidence if that is required of you. We will send to you at that point a copy of the Complaints Policy.
2. We will then investigate your complaint. This will normally be done by our Data Protection Lead who is currently Neale Grearson. We will seek to resolve your complaint in a timely manner.
3. If your complaint includes a Subject Access Request we will respond and send to you the response to the Subject Access Request within one calendar month of receiving the request. If it is a very complex request or you have made a lot of requests we may need to take an additional period to deal with the request and if that is the case we will let you know there will be a delay before the end of the first calendar month with us responding fully to the request within a total of three calendar months.
4. If your complaint is not a Subject Access Request we will investigate the complaint including making appropriate enquiries and we will keep you informed of the action we are taking and how long we anticipate it will take for the complaint to be dealt with. As soon as possible we will tell you the outcome of the complaint.
5. If you are not satisfied with the outcome of your complaint you can contact the Information Commissioner’s Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (or telephone 03031231113, or visit their website www.ico.org.uk)

For further information about our Complaints Procedure please contact our Data Protection Lead via email (sar@clapham-collinge.co.uk) or telephone 01603 693500.