

Data Protection Complaints Handling Procedure

This Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final decision..

Designated Complaints Handler

If you have any concerns about how we have handled your personal information and you wish to make a complaint, please contact our Designated Complaints Manager, Andrew McBirnie.

You can write to Andrew at St Mary's Court, Lowgate, Hull HU1 1YG or send an Email to Andrew.mcbirnie@lockings.co.uk. Andrew may investigate your complaint himself or may delegate this to another senior manager.

Step One: Acknowledging your Complaint

Within 14 days of receiving your complaint, your complaint will be recorded in our Data Protection Complaints Register and we will also send you a letter or email acknowledging your complaint.

We may ask you for proof of identification before taking any further steps.

Step Two: Investigating your Complaint

Within 30 days of receiving your complaint, we will review your file(s) and any other relevant documentation and send you a letter or email telling you how we propose to deal with your complaint.

Examples of what we might say in this communication are as follows:

- If we think it appropriate, we may ask to meet with you to discuss things face-to-face but there is no obligation for you to do so
- If your complaint is straightforward we might make suggestions as to how we can put things right or we may offer you some form of redress;
- If your complaint is more complicated we might ask you to confirm, explain or clarify any issues or to indicate the timescale we will need to fully investigate and respond;

In all cases we will issue a final written response to your complaint fully setting out our views on the situation and if appropriate making suggestions as to how we can put things right and to confirm any offer of redress that we believe to be appropriate.

Whichever form our investigation takes, we will aim to give you our final decision within six weeks of receiving your complaint (or sooner if possible).

Step Three: Appealing against our Final Decision

If you are not satisfied with our final decision, please let us know and let us have any further information or comments you wish to make and we will review our decision in light of that information.

We will aim to let you know the result of any review within five working days of receiving your request or will let you know within that period when we expect to be able to respond.

Step Four: The Information Commissioner's Office/The Information Commission

If you are still not satisfied, you can contact The Information Commissioner's Office/The Information Commission ('the ICO') who investigate complaints about data protection. You do not have to wait until our complaints process is complete before contacting the ICO.

ICO Contact Details

Telephone: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>