bower bailey
SOLICITORS

Data Protection Complaints Handling Policy and Procedure

Purpose

Bower Bailey is committed to compliance with its data protection obligations in order to mitigate the risks of failing to protect the personal data of clients and employees, breaching the data protection legislation or the obligations under the SRA Standards and Regulations.

Our complaints policy

This policy sets out how Bower Bailey handles complaints relating to the processing of personal data in accordance with UK GDPR (as amended by the Data (Use and Access) Act 2025) and the Data Protection Act 2018.

Our complaints procedure

If you wish to make a complaint relating to how we have handled your personal data or concerns regarding your data protection and privacy rights, please contact us using the options below:

- **Online**
  By completing the enquiry form on our website: https://www.bowerandbailey.co.uk/contact-us/enquiry-form

- **By email:** dataprotection@bowerbailey.co.uk

- **By telephone:** 01993 705095, asking to speak to a member of the Risk & Compliance Team.

- **By post**
  Mark Haigh, Data Protection Manager
  Willow House
  2 Heynes Place
  Station Lane
  Witney
  Oxfordshire, OX28 4YN

We are obliged to acknowledge your complaint within 30 days of receiving it, enclosing a copy of this procedure. However, we will endeavour to provide our acknowledgment within 7 days of receipt.

Our Risk & Compliance Team will then investigate your complaint. Our investigation will involve:

- reviewing your matter file and/or all the relevant facts thoroughly, fairly and accurately
- speaking to the relevant personnel
- comparing the information from you with the information we hold; and
- reviewing our policies and procedures

We will keep you informed as to the likely timescale of our investigation, explaining any delays. If we require further information from you to assist our investigation, we will ask for this as soon as possible.

We are obliged to complete our investigation and respond without undue delay. However, we will endeavour to respond within 28 days of sending you the acknowledgement. Our response will explain our findings, whether your complaint is upheld (in whole or in part), any action taken or proposed, and, where no action is taken, the reasons for that decision.

If you are not satisfied with our response, you should contact us again and we will escalate the matter to our Data Protection Manager for review. We ask that you do this within 7 days of receipt of our written response.

Our Data Protection Manager will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Once the matter has been escalated to our Data Protection Manager and a decision issued, this decision is final. No further action will be taken, and you will be informed of this.

At this stage, if you are still not satisfied with our response, you have the right to make a complaint to the Information Commission's Office (ICO), the UK supervisory authority for data protection issues, using the details provided below:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.org.uk

We will endeavour to meet the above timescales for handling your complaint and will contact you if we need further time at any stage, subject always to letting you have our final written response within 8 weeks of receiving your complaint. For the sake of clarity, we confirm that we do not charge for handling complaints and if we are still acting for you making a complaint will not affect how we handle your matter.

Nothing in this policy affects your right to make a complaint to the ICO at any stage.