

Data Protection & Privacy Complaints

We are committed to providing a professional service to all our clients and customers. However, if you are not satisfied with our service, we need you to tell us about it. This will help us to improve our standards and training to prevent it happening again in the future.

Please submit your complaint in writing. It will be helpful for you to summarise the specific complaints or concerns you have and follow this with as much detail on each one. This way we can be sure to review and respond to all of your concerns. We will then respond in line with the timeframes set out below.

Step 1

- Please clearly mark your correspondence as a "Data Privacy Complaint" and send it directly to Sam Burroughs, Director, at sam.burroughs@bovingdons.com to ensure correct handling.

Step 2

- We will acknowledge your data privacy complaint in writing (via email or letter) within 30 days of receipt.
- We will investigate your concerns thoroughly and provide a formal written response without undue delay.

Step 3

Statutory Resolution Period


- Under UK data protection laws, we are permitted a reasonable window of 45 days from the date you raise the issue to investigate and resolve your complaint internally before it can be escalated to the regulator.

Independent Escalation

- If you remain unsatisfied with our final response regarding your data privacy, or if we fail to respond within the statutory timeframe, you have the right to escalate the matter directly to the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO) Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF t: 0303 123 1113 | w: www.ico.org.uk

www.bovingdons.com

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