



Staplehurst office:
Rose Cottage, 4 Lime Terrace, High Street
Staplehurst, Kent TN12 0AP | 01580 890600

St. Leonards office:
Unit 31, The Innovation Centre
Highfield Drive, St. Leonards-on-Sea
East Sussex TN38 9UH | 01424 420261

info@emdlaw.co.uk | www.emdlaw.co.uk

EMD Law Solicitors Limited's Data Protection Complaints Procedure

Further to the government's introduction of the Data (Use and Access) Act 2025, which came (comes) into force on 19 June 2026, we are obliged to provide a process for handling these complaints.

We are committed to ensuring that your personal data is kept safe, secure and used appropriately. When you believe something goes wrong, we need you to tell us about it. Client satisfaction and information safety is a priority for us, and we want the service you receive to reflect this. By raising your concerns where you feel the measures taken have fallen short of this objective, it will help us to improve our standards for both you and our future clients.

Making a complaint:

So that we can best handle and investigate your complaint, we ask that our clients include the following information in their complaint:

- 1) The matter you are complaining about, including, if possible, your reference number;
- 2) Who and/or what you are complaining about;
- 3) Details of how the complaint has arisen, including any timeline as may be relevant; and
- 4) Any other information which you believe may be relevant in assisting us in investigating your complaint.

Please ensure that Data Protection complaints are made in writing to Elizabeth Dumbleton who can be contacted by email at ld@emdlaw.co.uk or via post to EMD Law Solicitors Limited, Rose Cottage, 4 Lime Terrace, High Street, Staplehurst, Kent, TN12 0AP.

Upon receipt of your complaint, we will acknowledge receipt of your Data Protection complaint within 30 days and will provide our findings of your complaint within 8 weeks of the date of acknowledgement.

What happens once we have received your complaint:

Once we have received your complaint we will acknowledge receipt within **30 days**.

We then have up to **eight weeks** from acknowledgement of your complaint to try and resolve matters with you. Following receipt of your complaint we will investigate your complaint as follows:

- 1) The complaint handler (usually Elizabeth Dumbleton) or whomever may be their replacement in such circumstances where the complaints handler is unable to properly review any such complaint, will investigate the file and review correspondence and other relevant documents as part of their investigation.
- 2) Shall discuss the complaint with the person/people to have handled the matter to which the complaint relates.
- 3) May invite you to discuss the complaint by telephone or in a meeting.
- 4) Shall review the merits of the complaint itself.
- 5) Shall review the complaint in conjunction with UK GDPR, Data Protection Act, Data (Use and Access) Act 2025, and other guidance given by the Information Commissioner's Office, including those relevant limitation periods and criteria set out therein.

We will provide you with our findings by email. Where the complainant is someone who does not use email, the findings will be given in the usual method of communication, typically this will be by letter.

If we agree with you and find that we have fallen short on our Data Protection Obligations, we will work with you to try and find a way to resolve your complaint. If we do not agree of any Data Protection shortcomings, we will let you know the reasons why.

If you disagree with our findings:

Upon providing you with our findings, if you are still not happy, we will:

- 1) Refer this to another member of staff of equal or, if possible, more seniority;
- 2) This member of staff will review the complaint, the findings of the initial complaints handler, and the file;
- 3) They will provide their findings, in relation to the complaint, in writing and their response will form our final response.

Should you still not be happy with the responses received, you should now make your complaint to the Information Commissioner's Office. Their details can be found below.

Contacting the Information Commissioners' Office:

To make a complaint to the **Information Commissioners' Office**, it is typical that you do so online, using their online complaints tool:

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

Optionally, should you not be able to complete the online form, you can contact them by telephone:

- 1) Telephone: 0303 123 1113