

 <small>LONDON BIRMINGHAM CARDIFF COLWYN BAY LEEDS MARDSTONE MANCHESTER</small>	TITLE DATA PROTECTION COMPLAINTS PROCEDURE	ISMS SYSTEM DOCUMENT GC1457A
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Corderoy is committed to complying with all applicable data protection legislation and we take our responsibilities for this commitment seriously.

We have set out below a formal complaints procedure to ensure a clear and robust approach is taken to address fully any concerns raised to us in respect of data protection.

You are also referred to other key policies and procedures in relation to our data protection compliance, including, but not limited to, GC1438 GDPR UK Data Protection Policy, GC1441 Subject Access Request Policy, and GC1455 Data Protection Privacy Notice. These are available from the Data Protection Officer at dpo@corderoy.com

1. WAYS TO COMPLAIN:

The following are our preferred methods:

- Email: dpo@corderoy.com
- Post: The Data Protection Officer
George Corderoy & Co
54 Hagley Road
Edgbaston
Birmingham B16 8PE
- Phone: 0121 454 4131 (office hours only)
- Online Complaints Form: this is available at [About us - Corderoy](#) or from the Data Protection Officer at dpo@corderoy.com
- You are also able to complain via other methods not set out above.

2. INFORMATION NEEDED TO COMPLAIN:

Your complaint should include the following information:

- Your full name and contact details
- Details of the data protection concern
- Relevant dates, correspondence or evidence

3. PROOF OF IDENTIFY:

If there is any doubt about the identify of a complainant, we will first seek to verify your identity before we respond to your complaint.

Acceptable proof of identity is a current valid passport or driving licence.

Where you are complaining on behalf of another person, we will conduct checks to satisfy ourselves that you are authorised to act on the other person's behalf (i.e. an appropriate power of attorney, signed letter of authority, etc.).

We cannot investigate your complaint until we are satisfied that you are authorised to act on the other person's behalf.

4. ACKNOWLEDGING YOUR COMPLAINT:

Corderoy will acknowledge your complaint within 30 calendar days from the date following receipt of your complaint.

We will usually acknowledge your complaint using the same method you have used, unless you ask us to reply using a different method.

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5. INVESTIGATING YOUR COMPLAINT:

Corderoy will investigate the matter impartially.

You may be asked to provide further or additional information to support our investigations. Where this applies, you will be contacted by the Data Protection Officer.

You will receive Corderoy's response in writing detailing our findings and any corrective actions taken.

Corderoy aims to resolve the matter within three months of receipt of your written complaint.

6. RECORD KEEPING:

All complaints and outcomes will be logged and retained by Corderoy for three years for compliance and audit purposes.

7. FURTHER OPTIONS:

If you are dissatisfied with the handling of your complaint, you can raise the matter to the Information Commission (IC): at ico.org.uk/make-a-complaint/ or via their helpline telephone: 0303 123 1113. Please note that the Information Commission may only consider your complaint once you have exhausted Corderoy's internal complaint process.