

Responsible : Suzy Hutchinson

Manager and Data Protection Officer : Ron Davison

Policy Ref : PP013(i) Data Protection Policy

Our data protection complaints policy

At Gamlins, we take data protection seriously. We recognise that protecting your data is not only a strict regulatory requirement, but an expectation of the service that we provide. When something goes wrong, we need you to tell us about it.

Our data protection complaints procedure

We are committed to handling data protection complaints fairly, transparently and in a timely manner. This procedure sets out how we handle complaints about our compliance with data protection law, including the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025. We may have already processed your data prior to your complaint. Should you wish to understand how we are using your data, please see our online [Website Data Privacy Notice 2025.docx](#)

Where your complaint relates primarily to our level of service (rather than an alleged infringement on your data rights), we will ordinarily handle it under our general complaints procedure here [PP013 Complaints Procedure.docx](#)

Where a complaint concerns both service and data protection issues, we will consider handling the data protection elements under this procedure, and the service elements under the general procedure in parallel.

How to Make a Complaint

If you wish to make a complaint about our services, you can do so by contacting us using the following details:

By Phone: 01745 343500

By Email: info@gamlins.co.uk

By Mail: Gamlins Law, Morfa Hall, Bath Street, Rhyl, Denbighshire, LL18 3EB.

We may ask for your complaint to be set out in writing so we can fully understand your concerns and investigate them properly. Our Data Protection Officer, Ron Davison, oversees all data protection matters at Gamlins.

What will happen next?

Upon receipt of your complaint:

1. We will send you a letter acknowledging receipt of your complaint within 30 days, enclosing a further copy of this procedure, if appropriate. If we require further information to allow us to properly understand the complaint, we will request it at this point.
2. We will then investigate your complaint. This will normally involve our Compliance Team who will review your matter and speak to the colleague(s) who acted for you, if appropriate.
3. It may be appropriate for the team dealing with your case to provide a reply to your complaint, with the knowledge and assistance of the Compliance Team. Alternatively, it may be more appropriate for a member of the Compliance Team to respond.
4. The Data Protection Act 2018 requires us to respond to your complaint without undue delay. During this time, we will make appropriate enquiries and keep you informed. If a deadline for our response can be given, we will provide one. If we require additional time to respond to your complaint beyond a set deadline, we will inform you in advance.

The Information Commissioner

If you remain unsatisfied with our response in respect of your data protection complaint, you can contact the Information Commissioner at the address below. Gamlins Law are registered with the Information Commissioner and our registration number is ZA086106.

Website: www.ico.org.uk

Telephone: [0303 123 1113](tel:03031231113)