



DATA PROTECTION COMPLAINTS POLICY

We are committed to providing a high-quality service, in accordance with data protection law. At all times, we seek to comply with data protection principles by ensuring we:

- process personal data lawfully, fairly and in a transparent way;
- collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes;
- collect and use adequate, relevant and minimal personal data;
- take reasonable steps to make sure personal data is accurate and kept up to date;
- do not keep personal data longer than necessary; and
- implement appropriate security measures.

We acknowledge that we may not always get things right, so if something has gone wrong, we need you to tell us. This will help us to improve our standards of service and data protection controls.

How to make a complaint?

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you do not feel able to discuss your concerns with them, please send your written complaint to complaints@myerson.co.uk or using the Firm's postal address and addressed to the Complaints Manager.

What will happen next?

1. We will acknowledge your complaint within two days of receiving it.
2. We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.
3. If, having requested additional information, we are not in a position to identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.
4. Our complaints handler will then start to investigate your complaint. In most cases, we expect to be able to complete the investigation within four weeks of receiving your complaint, however, in some circumstances, it may take longer. The investigations will involve discussing the matter with the member(s) of staff who have acted for you and considering the file. You may be asked for more information about the matter.
5. Within one month of receiving your complaint, our complaints handler will write to you. If the investigation has been completed, the letter will tell you about our decision. If we need more information from you, we will ask you for further details.

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6. Where possible we will send our final decision within six weeks of us receiving your complaint in writing.

The Information Commissioner's Office

If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner's Office (ICO) or you can seek to take action in the courts.

More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website. You should usually submit your complaint to the ICO within three months of your last contact with us.

The contact details for the ICO are as follows:

Address: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk/>

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