



Data Protection Complaints Policy

Data Protection Complaints Policy

At Open Law 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.

1 Purpose and scope

1.1 If an individual considers that we have breached data protection laws, they have the right to make a complaint directly to us, to the Information Commissioner's Office (**ICO**) or to pursue legal action.

1.2 These complaints must relate to data protection, but the legislation does not specifically define a data protection complaint. The scope of complaints is therefore wide and could relate to the way we collect or use someone's personal information, their data protection rights (such as the right of access, correction or erasure), our privacy notices and policies.

1.3 This Policy outlines our approach to handling data protection complaints. It applies to all employees, workers, contractors and third parties acting on our behalf. It covers complaints from any data subject or their authorised representative.

2 Guiding Principles

We are committed to handling data protection complaints in line with our legal obligations and in an accessible, fair, transparent and timely manner. We will handle complaints confidentially and only share information where appropriate to investigate and resolve the complaint, as required or authorised by law or otherwise in accordance with our privacy policies. We will aim to avoid conflicts of interest.

3 **Roles and Responsibilities**

3.1 Our Data Protection Officer is responsible for co-ordinating how we handle data protection complaints. They will involve relevant business, HR, IT, security, risk or compliance teams as needed.

All staff are responsible for recognising complaints and referring them to Data Protection Officer promptly as well as for providing supporting information and responding to requests from Data Protection Officer when asked.

The Data Protection Officer is responsible for ensuring staff are aware of and trained sufficiently to deal with data protection complaints.

6. **Transparency**

We will provide information about how to submit a data protection complaint. We will make this obvious and easily accessible to individuals, including in our privacy notices, via our website, on social media, in person and, where relevant, through internal channels or customer-facing portals. Using plain and clear language, we will explain:

- 🔴 Our data protection complaints process.
- 🔴 How individuals can make a data protection complaint.
- 🔴 How we will respond if we consider the complaint is not a data protection matter.
- 🔴 The available complaint channels.
- 🔴 The information we require to investigate a complaint such as any supporting documentation
- 🔴 What we do with that information and why (for example, investigations, establishing the facts, complaint resolution).
- 🔴 How we handle complaints which might be sensitive in nature.
- 🔴 What individuals can expect from the process.
- 🔴 When individuals can expect to hear from us, including status update communications such as acknowledgements, progress updates and outcomes.

Any reasonable support we provide to help individuals make complaints such as alternative formats or language options.

4 **How to make a complaint**

The table below shows the different ways you can contact us to make a complaint.

How to complain	More information
 By telephoning us	You can telephone us on 01484 840 445 option 1.
 By emailing us	You can email us with details of your complaint at Compliance@Open-Law.co.uk
 By writing to us	You can write to us with details of your complaint at Kara Davies Data Protection Officer Open Law Britannia Mills Slaithwaite Huddersfield HD7 5HE

5 **Acknowledging and verifying your complaint**

- 5.1 We will acknowledge your complaint within 30 days of receiving it.
- 5.2 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.
- 5.3 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.

6 **Investigating your complaint**

- 6.1 We will investigate your complaint. This will usually involve:
-  reviewing your complaint;
 -  locating and reviewing the records we hold about you;
 -  establishing the relevant facts; and
- 6.2 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

6.3 We will update you on the progress of your complaint at appropriate times.

7 **Notifying you of the outcome of our investigation**

7.1 We will inform you of the outcome of the complaint without undue delay.

7.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

8 **What to do if we cannot resolve your complaint**

8.1 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.

8.2 The ICO's contact details are:

Address	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
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Helpline number	0303 123 1113
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Website:	https://ico.org.uk/
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8.3 More details on how to complain to the ICO are available on the [Make a complaint | ICO](#) page of the ICO's website. You should usually submit your complaint to the ICO within three months of receiving our final response. Waiting longer can affect how the ICO deals with your complaint.

Complaint handling policy

This Data Protection Complaint Handling Policy 1 is effective from 19 June 2026.

Owner: Data Protection Officer

Next review due: 19 June 2027

Questions about this Policy should be directed to: Our Data Protection Officer at Open Law.



HONLEY 9 Lupton Square, Honley HD9 6AD

SLAITHWAITE Britannia Mills, Slaithwaite, HD7 5HE



PHONE (01484) 840445



info@open-law.co.uk