

Attwells Data Protection Complaints Procedure

16th June 2026 - V1

Attwells Data Protection Complaints Procedure

Our Complaints Policy

1. We are committed to protecting personal data and complying with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and any related legislation.

This procedure explains how individuals can raise concerns or complaints about the way we have collected, used, stored, shared or otherwise processed their personal data.

Making a complaint?

2. If you have a complaint regarding our handling of your personal data, you should contact Juliet Burtrand, our Data Protection Officer (DPO). You can contact her at St Vincent House, 1 Cutler Street, Ipswich, IP1 1UQ, by telephone on 01473 229886, or by e-mail at Juliet.burtrand@attwells.com.

What will happen next?

3. We will acknowledge receipt of your complaint within 30 days of receiving it. Our acknowledgement may request further information if we require clarification of your complaint.
4. The complaint will normally be investigated by our Data Protection Officer. As part of our investigation we may;
 - Review relevant files, records and systems;
 - Speak with members of staff involved in the matters complained of;
 - Consider our policies, procedures and legal obligations; and
 - Make any other enquiries that we consider necessary to investigate the complaint properly.

Where appropriate, we may contact you for additional information to assist with our investigation.

5. We will take appropriate steps to respond to your complaint without undue delay.

During the course of our investigation, we will keep you informed of the progress of your complaint where appropriate.

Once our investigation has been completed, we will notify you of the outcome of your complaint without undue delay.

Our response will explain:

- our findings;
- any action we have taken or propose to take; and
- any further options available to you.

6. If you are dissatisfied with the outcome of the Data Protection Officer's investigation, you may request an internal review by the firm's Complaints Partner, Will Oakes. You can contact him at 18 North Hill, Colchester, Essex, CO1 1DZ by telephone on 01206 239764 or e-mail at will.oakes@attwells.com.

In the event that Mr Oakes is on annual leave or otherwise unavailable you may direct your concerns to our deputy complaints partner who is Lloyd Clarke. You can contact him at 18 North Hill, Colchester, Essex, CO1 1DZ, by telephone on 01206 239761 or by e-mail at lloyd.clarke@attwells.com.

The Complaints Partner will review the complaint, the investigation undertaken and the outcome provided.

Following the review, we will provide our final internal response.

What to do if we cannot solve your complaint

7. If you remain dissatisfied with our handling of your complaint, you have the right to complain to the Information Commissioner's Office (ICO).

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

Telephone: 0303 123 1113

Website: www.ico.org.uk

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