

Data protection complaints policy

- 1 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:
 - 1.1 process personal data lawfully, fairly and in a transparent way;
 - 1.2 collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes;
 - 1.3 collect and use adequate, relevant and minimal personal data;
 - 1.4 take reasonable steps to make sure personal data is accurate and kept up to date;
 - 1.5 do not keep personal data longer than necessary; and
 - 1.6 implement appropriate security measures.

- 2 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.

3 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 completing our data protection complaint form	<p>The form can be found on our website or we can post a copy to you.</p> <p>You can complete the form electronically and email it to us at complaints@hansells.co.uk or post it to us at Hansells, Cambridge House, 26 Tombland, Norwich, NR3 1RE.</p> <p>Using the data protection form is entirely optional and you may prefer to complain to us using one of the other methods set out in this table.</p>
By telephoning us	You can telephone us on 01603 615 731.
By emailing us	You can email us with details of your complaint at complaints@hansells.co.uk .
By writing to us	You can write to us with details of your complaint at Hansells, Cambridge House, 26 Tombland, Norwich, NR3 1RE.

4 Acknowledging and verifying your complaint

- 4.1 We will acknowledge your complaint within 30 days of receiving it.
- 4.2 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.
- 4.3 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.

5 Investigating your complaint

- 5.1 We will investigate your complaint. This will usually involve:
 - 5.1.1 reviewing your complaint;
 - 5.1.2 locating and reviewing the records we hold about you;
 - 5.1.3 establishing the relevant facts; and
 - 5.1.4 liaising with individuals who you may have dealt with.
- 5.2 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.
- 5.3 We will update you on the progress of your complaint at appropriate times.

6 Notifying you of the outcome of our investigation

- 6.1 We will inform you of the outcome of the complaint without undue delay.
- 6.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

7 What to do if we cannot resolve your complaint

- 7.1 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.
- 7.2 The ICO's contact details are:

Address	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire
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	SK9 5AF
Helpline number	0303 123 1113

7.3 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.