

Data Protection Complaints Procedure

Introduction

This policy explains how Gatehouse Chambers handles complaints and concerns about the way in which personal data may have been collected, used, stored, shared or otherwise processed. Its aim is to ensure complaints about data protection are handled fairly, reasonably and in accordance with the UK GDPR, the Data Protection Act 2018, and applicable ICO guidance.

This policy relates to data protection complaints from data subjects who may be clients, former clients, staff, barristers, and third parties.

Scope of Data Protection complaints

A data protection complaint may be made if a data subject considers that, in connection with personal data relating to that data subject, there is an infringement of the UK GDPR or Part 3 of the Data Protection Act 2018.

If you have a complaint, we encourage you to let us know as soon as possible. Where a complaint relates primarily to service issues, it may be considered under Gatehouse Chambers' Complaints Procedure, with data protection aspects addressed within that process.

Who can complain

Complaints may be made by a data subject whose data is processed by Gatehouse Chambers

Formal complaints made in writing

Please make your complaint via the complaint form on our website, or by email or post to the Data Protection Manager who will have the initial responsibility for handling your complaint.

Please include the following information so we can deal with your complaint as effectively as possible:

- Your contact details including name and email address;
- Whether you are a client, instructing solicitor or had some other role;



- The nature of the concern;
- What steps you would like to see taken to resolve your complaint.

We will aim to acknowledge receipt of your complaint within 30 days, or sooner, and provide you with details of how your complaint will be dealt with, and by whom. You may be asked to provide further information, if it is required, or to provide information to verify your identity. If the request is made on behalf of another individual, we will ask for their authority for the request to be made on their behalf. If we require further information, we will make these requests as quickly as possible.

Investigation

Gatehouse Chambers will make enquiries into the complaint to the extent appropriate without undue delay. The time it takes to investigate may be impacted by:

- Gathering relevant information, including from barristers, staff, and systems;
- Reviewing of relevant policies, records, and correspondence;
- Taking into account our obligations of confidentiality and legal professional privilege;

During the course of the investigation we will inform the complainant about progress on the complaint.

Outcome

Chambers will provide a written response and will set out:

The nature and scope of our investigation;

- Our conclusion and the basis for our conclusion; and
- If we find that you are justified in your complaint, our proposals for resolving the complaint.

Escalation and Complaints to the information Commissioner's Office

If the complainant remains dissatisfied, they may raise the matter with:

The Information Commissioner's Office (ICO)

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

Chambers will inform the complainant of this right in its final response.

Reasonable adjustments

Chambers is committed to making this complaints process accessible. Complaints may be made in writing or, where needed, by alternative means. Reasonable adjustments will be considered on request so far as appropriate to enable a complainant to use this process.

Contact details

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