

Complaints

Data Protection Handling Procedure

Introduction

At Medical Accident Group we are committed to providing a high quality service to our clients but acknowledge that there may be times when we do not meet the standards we set for ourselves and that our clients expect from us. It is important for us to know if you are not satisfied with our service.

Who can complain?

This Procedure is reserved for those wishing to make a data protection complaint. If you are a client who wishes to make a non-data related complaint, please refer to our Complaints Handling procedure.

How to make a complaint

You can contact us by:

 Telephone – **01905 612 001**

 Email – **gdpr@hcrlaw.com**

 Post – addressed to **105 High Street, Worcester, Worcestershire, WR1 2HW**

Our Data protection Officer is Alison Harper
(aharper@hcrlaw.com)

When providing details of your complaint please provide as much information as possible about your concerns and any supporting evidence.

What happens next?

We will acknowledge your complaint within thirty days and check with you that we have understood your concerns.

We will investigate your complaint by reviewing your situation and liaising with all appropriate staff. We aim to provide you with a response without undue delay, detailing our conclusions and how we reached them.

If you do not agree with our findings

If you are not satisfied with our response to your complaint, you can contact The Information Commissioner's Office (ICO) and ask them to consider matters further. You can contact the ICO by post, telephone or email:

 Telephone – **0303 123 1113**

 Post – **Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**

 Website – **<https://ico.org.uk/make-a-complaint/>**