

WHEN THINGS NEED SORTING OUT

Flagstone is committed to handling personal data fairly, lawfully and transparently. This Data Protection Complaints Procedure explains how individuals can raise concerns about processing of personal data and how we will investigate and respond to those concerns in line with applicable data protection legislation. It ensures that complaints relating to privacy, marketing communications and other data protection matters are handled consistently, fairly, and without undue delay.

HOW DO I REPORT A COMPLAINT?

This procedure applies to complaints from any individual whose personal data we process, including customers, employees, job applicants, suppliers, contractors, and website users.

Complaints may relate to the collection, use, sharing, retention, accuracy, security, confidentiality, or other processing of personal data including direct marketing communications.

You can report your concerns to us in writing by post, or you can send us an email.

Data Protection Officer

10 Springfield Lyons Approach, Chelmsford, Essex, CM2 5LB

data@beresfords.co.uk

WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgment within five working days.
- Investigate and assess the complaint, investigations may include: consulting the relevant business department, examining policies and procedures, reviewing applicable regulatory requirements.
- Keep complainants informed of the progress of their complaint where an investigation is ongoing.

Once our investigation is complete, we will provide a written outcome without undue delay. This will generally include:

- A summary of the complaint
- The findings of our investigation
- Any actions taken or proposed
- Any remedial measures implemented
- Information about further escalation options

Where we find any shortcomings in our processes, systems or controls, we will take appropriate remedial action to address the issue and reduce the risk of recurrence.

We will keep complainants informed of the progress of their complaint where an investigation is ongoing. All complaints are kept confidential and will be dealt with in a fair and unbiased manner. Should you have any concerns after receiving the outcome of the complaint, please contact data@beresfords.co.uk

IF YOU ARE STILL UNHAPPY?

If a complainant is dissatisfied with our response, they may request an internal review by contacting us within 30 days of receiving the outcome.

Individuals also have the right to raise concerns with the Information Commissioner's Office using the contact details below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire

SK9 5AF

P: 0303 123 1113

E: [Click Here](#)

W: [Click Here](#)

RECORD KEEPING AND MONITORING

We maintain a central complaints register to record and monitor all data protection complaints.

This register will include:

- Date of complaint
- Nature of complaint
- Investigative actions
- Outcome of the complaint
- Closure date

Complaint records are retained in accordance with our retention policies and legal obligations.

We regularly review complaint trends to identify recurring issues, improve compliance, strengthen data protection controls and enhance the experience of individuals whose data we process.

REVIEW

This procedure will be reviewed periodically and updated where necessary to reflect changes in legal obligations and organisational practices.