

# LOSTOCK LEGAL SOLICITORS LTD

## DATA PROTECTION COMPLAINTS PROCEDURE

Compliant with Section 103 DUAA 2025 | DPA 2018 s.164A | Effective 19 June 2026

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Version	1.0
Effective Date	19 June 2026 (Statutory Deadline)
Review Date	June 2027
Complaints Email	data@lostocklegal.co.uk
Responsible Person	Data Protection Lead / Compliance Partner

## 1. Purpose and Statutory Basis

This procedure establishes the Firm's formal Data Protection Complaints Process, as required by Section 103 of the Data (Use and Access) Act 2025 ("DUAA"), which inserts a new Section 164A into the Data Protection Act 2018. This requirement takes effect on 19 June 2026 and applies to all data controllers without exemption.

From 19 June 2026, every individual whose personal data is processed by the Firm has a statutory right to complain directly to the Firm if they believe their personal data has been handled in breach of data protection law. The individual must exhaust this complaints process before escalating to the Information Commissioner's Office (ICO).

**This procedure is a mandatory legal requirement. All staff must be familiar with it and must follow it without deviation.**

## 2. Scope

This procedure applies to:

- Any individual (a 'data subject') whose personal data is or has been processed by Lostock Legal Solicitors Ltd or The Motoring Lawyers
- All staff, partners, consultants, and contractors who receive or handle data protection complaints
- Complaints received by any channel — email, post, telephone, online form, or in person
- Complaints relating to any alleged breach of UK GDPR, the DPA 2018, or the DUAA 2025

### 3. What Constitutes a Data Protection Complaint

A data protection complaint is any expression of dissatisfaction from an individual about the way in which their personal data has been handled. This includes:

- Concerns about how the Firm collects, uses, stores, or shares personal data
- Alleged failures to respond to a Subject Access Request (SAR) within the required timescale
- Alleged failure to honour a request to exercise data subject rights (rectification, erasure, restriction, portability, objection)
- Concerns about data security or a suspected data breach affecting the individual
- Alleged unlawful processing of personal data
- Concerns about the Firm's retention or deletion of personal data

If a member of staff is unsure whether a communication constitutes a data protection complaint, they should treat it as one and escalate it to the Data Protection Lead immediately.

### 4. How to Submit a Complaint

The Firm provides the following accessible channels for submitting a data protection complaint. All channels are equally valid and individuals may use whichever is most convenient:

<b>Email</b>	data@lostocklegal.co.uk
<b>Online Form</b>	
<b>Post</b>	Data Protection Lead, Lostock Legal Solicitors Ltd, St Thomas House, 18 St Thomas Road, Chorley PR7 1HR
<b>Telephone</b>	0161 3838855 — ask to speak to the Data Protection Lead

Individuals are encouraged to include the following information to assist investigation:

- Full name and contact details

- A description of the personal data concerned
- A clear description of the alleged breach or concern
- The date(s) on which the relevant events occurred (if known)
- Any previous correspondence with the Firm about this matter
- The outcome the individual is seeking

Individuals are not required to use any particular form or to provide all of the above information. An incomplete complaint will still be accepted and investigated to the best of the Firm's ability.

## 5. The Complaints Handling Process

Upon receipt of a data protection complaint, the Firm will follow the mandatory process set out below. These steps are not discretionary — they are statutory requirements under section 164A DPA 2018.

**1**

### Receipt and Logging

The complaint is received by any channel. The receiving member of staff must log it immediately and forward it to the Data Protection Lead on the same day.

**2**

### Acknowledgement — Within 30 Days (MANDATORY)

The Data Protection Lead must send a written acknowledgement to the complainant within 30 calendar days of receipt. This is a hard statutory deadline. The acknowledgement must confirm: receipt of the complaint; the Firm's commitment to investigate; the name and contact details of the person handling the complaint; and an estimated timescale for response.

**3**

### Investigation — Without Undue Delay

The Data Protection Lead investigates the complaint. This includes: reviewing relevant processing records; consulting relevant staff members; reviewing ROPA entries, retention schedules, and processing agreements; and assessing whether a breach of data protection law has occurred.

**4**

### Progress Updates

Where investigation is taking longer than anticipated, the Data Protection Lead will provide reasonable progress updates to the complainant to keep them informed.

**5**

### Final Response — Without Undue Delay

On conclusion of the investigation, a written response is sent to the complainant. The response must include: the steps taken during investigation; the conclusions reached; the reasoning behind the conclusions; any remedial action taken or proposed; and notification of the complainant's right to escalate to the ICO (with ICO contact details).

## 6

### Record Keeping

All complaints, investigation steps, and outcomes are recorded in the Firm's Data Protection Complaints Log and retained for 3 years from the date of resolution.

### 5.1 Timescale Summary

Action	Timescale	Mandatory?
Acknowledgement of complaint	Within 30 calendar days of receipt	Yes — statutory requirement
Progress update (if needed)	Where investigation is ongoing and delay is anticipated	Good practice — strongly recommended
Final response	Without undue delay following conclusion of investigation	Yes — statutory requirement
Complaint record retention	3 years from date of resolution	Yes — accountability obligation

## 6. Escalation to the ICO

If a complainant remains dissatisfied following the Firm's final response, or if the Firm fails to respond within a reasonable period, the complainant has the right to refer the matter to the Information Commissioner's Office. The Firm will include ICO contact details in every final response. For reference:

<b>ICO Website</b>	<a href="http://www.ico.org.uk">www.ico.org.uk</a>
<b>ICO Helpline</b>	0303 123 1113
<b>ICO Post</b>	Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## 7. Staff Responsibilities

Role	Responsibility
All Staff	Recognise a data protection complaint when received. Log immediately and forward to the Data Protection Lead on the same day. Do not attempt to investigate independently.
Receptionist / Admin	If a complaint is received by telephone or in person, take the complainant's details and pass immediately to the Data Protection Lead. Do not attempt to advise the complainant on the merits of their complaint.

Data Protection Lead	Own the complaints process end-to-end. Ensure acknowledgement within 30 days. Investigate thoroughly. Provide a written final response. Maintain the complaints log. Escalate to senior management where a significant breach is identified.
Compliance Partner	Oversee the complaints procedure. Review complaints log quarterly. Report any systemic issues to the partnership. Approve any remedial action proposals.

## 8. Complaints Log

The Data Protection Lead will maintain a Complaints Log recording the following information for each complaint received:

- Date received and channel of receipt
- Name and contact details of the complainant
- Summary of the complaint
- Date of acknowledgement
- Steps taken during investigation
- Date and summary of final response
- Outcome (upheld / partially upheld / not upheld)
- Any remedial action taken
- Whether the matter was escalated to the ICO

The Complaints Log is a confidential document. It is retained for 3 years from the date of resolution of each complaint and is available for inspection by the ICO upon request.

**Approved by: [NAME]**  
Compliance Partner / DPL

**Date: June 2026**  
Next Review: June 2027