

Data Protection Complaints Procedure (June 2026)

Our Data Protection Complaints Policy

Taylor Walton LLP (We) are committed to providing a high-quality service to all our clients, and to protecting and respecting our clients' personal data. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Data Protection Complaints Procedure

This procedure outlines how you can raise a complaint about the way in which your personal data has been handled, and how we will manage your complaint. We take our legal obligations under the Data Protection Act 2018 (DPA), the UK General Data Protection Regulation (UK GDPR) and the Data (Use and Access) Act 2025 (DUAA) very seriously.

We are committed to providing a professional service to our clients, and to other third parties who may be affected by our data processing activities.

A data protection complaint is a concern about how your personal data or data protection rights have been handled.

If you have a data protection complaint, please submit your complaint to us via email to dataprotection@taylorwalton.co.uk stating '**Data Protection Complaint**' in the subject line.

We aim to resolve issues promptly. To help us investigate your complaint please include your full name, contact information, file reference number (if applicable) and a description of the complaint.

What will happen next?

1. We will acknowledge receipt promptly and in any event within 30 days of receiving your complaint.
2. We will record your data protection complaint on our central register.
3. We will begin making appropriate enquiries as soon as we receive your complaint and we will keep you informed of progress.
4. We will write to you to inform you of the outcome of your data protection complaint without undue delay.

5. If you remain dissatisfied with our response to your complaint, you may then contact the Information Commissioner's Office (ICO) to ask them to consider the complaint further. The ICO can be contacted by telephone on 0303 123 1113 or via the ICO website at <https://ico.org.uk/make-a-complaint/>. The ICO will expect that you have allowed us to consider and respond to your complaint in the first instance.

This Data Protection Complaints Procedure does not cover general service complaints where they are not related directly to Data Protection matters. These concerns will be dealt with in line with Taylor Walton's general Complaints Handling Procedure/SRA which is available to view on our website.

Taylor Walton LLP