

## **DATA PROTECTION COMPLAINTS PROCEDURE**

### **Introduction**

- This procedure explains how individuals can make a complaint about the way Red Lion Chambers has handled their personal data, what information we may need to investigate the complaint, and when they can expect a response.
- Red Lion Chambers is committed to handling personal data lawfully, fairly, securely and transparently.
- Red Lion Chambers is required to have a data protection complaints procedure as set out in the Data (Use and Access) Act 2025, which amended the UK GDPR and the Data Protection Act 2018.

### **When to use this procedure**

- This procedure should be used where an individual has a Data Protection Complaint (DPC) and believes that Red Lion Chambers may have infringed data protection legislation.

### **What this procedure covers**

- Requests under the Data Protection Act 2018
- Security concerns including breaches
- Handling of personal data
- Accuracy of personal data
- Compliance with data protection legislation

### **Making a complaint**

#### Time limits

- Complaints must be made within six months unless exceptional circumstances apply.

## **How to Make a Data Protection Complaint**

- A DPC can be made by email to the Complaints Officer ([complaints@18rlc.co.uk](mailto:complaints@18rlc.co.uk)) or in writing to:

The Complaints Officer  
Red Lion Chambers  
18 Red Lion Court  
London, EC4A 3EB

- Provide full details including contact details, description, dates, and outcome sought.
- All complaints must clearly be marked as a Data Protection Complaint.

## **Supporting information**

- Proof of identity is mandatory.
- Complaints can be made on behalf of others with appropriate authority.

## **Acknowledgement and Investigation**

- Acknowledgement within 5 working days.
- Investigation within one calendar month unless extended.

## **Outcome and possible remedies**

- Outcomes will include findings and actions such as corrections, process changes, or apologies.

## **Escalation to the ICO**

- Complaints can be escalated to the Information Commissioner's Office.

## **Record Keeping and Learning**

- Records will be kept and used to improve processes.

**Review of this Procedure**

- This procedure will be reviewed periodically.