

EQUILAW – DATA PROCESSING COMPLAINTS PROCEDURE

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint about how we have handled your personal data, please contact us with the details of what you believe has gone wrong.

What will happen next?

1. We will acknowledge receipt of your complaint within three working days of receiving it.
2. We will then investigate your complaint. This will normally involve your complaint being investigated as below, but we may decide to escalate the matter directly to a senior manager, depending on the circumstances of your complaint.
3. Your complaint will first be reviewed by the member of staff who is responsible for handling your equity release application. They will then seek your views on what you believe has gone wrong, and they will try to resolve your complaint directly with you. They will do this within 5 working days of us acknowledging your complaint.
4. If your Case Manager is unable to resolve your complaint then they will pass the matter to their Team Manager, or their Deputy, who will review the issues raised and they will contact you in order to establish what needs to be done in order to resolve your complaint. They will do this within 10 working days of us acknowledging your complaint.
5. If the Team Manager is unable to resolve your complaint, then the matter will be passed to our Operations Manager, Josie Hanks, for further review. They will contact you within 15 working days of us acknowledging your complaint, to discuss your concerns in detail, and they will try to resolve the matter directly with you.
6. If they are unable to resolve your complaint, then the matter will be passed to our Operations Director, Sarah Robertson, for further review. They will contact you within 20 working days of us acknowledging your complaint, to discuss your concerns in detail.
7. In the event that we have been unable to resolve your complaint by this stage, then the matter will be passed to our Data Protection Officer, David Bush, for final review. They will contact you within 10 working days of receiving the request for a review, and they will write to you, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can contact the Information Commissioner's Office (ICO) at this website link: <https://ico.org.uk/make-a-complaint/data-protection-complaints/> and click on the 'Start Now' button at the bottom of the page. Alternatively, you can call them on 0303 123 1113 or 'live chat' with them via the link on the website page above.
10. We are authorised and regulated by the Solicitors' Regulation Authority (SRA) and you may contact them if you believe we have not acted properly in relation to your matter. Details may be found at <https://www.sra.org.uk/consumers/problems/report-solicitor/> and their contact details are: Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN (also by email: report@sra.org.uk; or telephone: 0370 606 2555).