



Data Protection Complaints Procedure

Littleton Chambers is committed to handling your personal data in a way that is fair, transparent, and in accordance with the law.

If you are unhappy with how we have handled your personal data, this process outlines how you can make a complaint.

This policy ensures compliance with UK data protection law, including the UK GDPR, Data Protection Act 2018, and the Data (Use and Access) Act 2025.

1. Scope

This policy covers complaints from:

- Clients, instructing solicitors, and lay clients
- Members, Pupils, Staff (current and former)
- Any individual whose personal data we process

2. What is a Data Protection Complaint

You can raise a complaint if you are concerned about how we have used or handled your personal data. This might include concerns about:

- Use, sharing or storage of personal data
- Accuracy of personal data
- Data retention
- Security (including data breaches)
- Handling of data subject rights requests

3. How to make a complaint

We aim to resolve complaints efficiently and without escalation wherever possible.

You can raise your concern in whatever way is easiest for you, this could be either telephone email or writing to us. The person responsible for Data Protection Complaints is the Head of Administration.

Data Protection Complaints – Head of Administration
Littleton Chambers
3 King's Bench Walk North
Temple,
London
EC4Y 7HR

Telephone: 0207 797 8600



4. Our Procedure

4.1 Logging and recording

All data Protection Complaints will be forwarded to the Administration Director who will record the details of the complaint in our Data Protection Complaints Register. This will include the date we received your complaint, nature of the complaint and key facts and all correspondence. We will also keep a record of the outcome of the complaint and any actions that we have taken as a result of our investigation. We may be required to provide this information to the ICO for review.

4.2 Acknowledgment

We will acknowledge all Data Protection Complaints within 30 days. We will advise you will be responsible for investigating your complaint, the complaint process and timescales for doing so. We may need to verify the identity of the complainant or the authority of the person making the complaint if it is on behalf of somebody else.

4.3 Assessment

We may need to clarify parts of the complaint and determine whether the matter relates to data protection.

4.4 Investigation

We will investigate your complaint fairly, thoroughly and promptly.

There investigator will gather the relevant information and speak to the relevant members and/or staff. As part of our investigation, we will compare the information from you, with the information we hold. We will check that we have upheld our own policies and standards.

4.5 Updates

We will always aim to resolve your complaint as quickly as possible. The time it takes us to investigate will be impacted by the complexity of the complaint, the scale of the issues.

Where appropriate, we will provide progress updates and explain any delays to the investigation.

4.6 Outcome and Remedies

We will write to you setting out the findings of the investigation in plain English. If we believe that we have complied with data protection law, we will explain this in our response to you.

Where the complaint is upheld, we may:

- Correct or delete inaccurate data
 - Change processes or procedures
 - Provide an explanation or apology
 - Take internal corrective action
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5. If you are not satisfied with our complaint investigation

If you are unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO), which is the UK regulator for data protection.

You can find more information about how to contact the ICO on their website:

<https://ico.org.uk>

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow
Cheshire SK9 5AF

The ICO have a function on their website where you can log complaints. Alternatively, you can call them on 0303 123 1113 or use the live chat function on their website.

In most cases, the ICO will expect you to have raised your concern with us first before they take further action.

June 2026

Review

This policy will be reviewed every two years or earlier following any regulatory or legal changes.
