



# TLT Policy

Data protection complaints

VERSION 5.0

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Final – Public

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# 1 Definitions

<b>Data Protection Laws</b>	any data protection laws in force from time to time in the UK, including, but not limited to the UK-GDPR and Data Protection Act 2018
<b>DPA</b>	Data Protection Act 2018
<b>Personal Data</b>	any information relating to an individual who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person
<b>Personal Data Security Breach</b>	a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data
<b>Process/Processing</b>	any operation or set of operations performed on Personal Data, (whether or not by automated means, such as collection, consultation, destroying, disclosing, erasing, organisation, recording, retrieving, storage, structuring, alteration, retrieval, use, disclosure, dissemination, restriction, erasure or destruction)
<b>UK GDPR</b>	UK General Data Protection Regulation

# 2 Policy statement

TLT LLP (**TLT, we, us**) takes its legal obligations under the UK General Data Protection Regulation (UK-GDPR) and Data Protection Act 2018 (DPA) very seriously. We are committed to providing a professional and effective service to our clients, customers or other third parties who may be affected by our data processing activities and strive to investigate complaints in a prompt and effective manner and in accordance with Data Protection Laws.

# 3 Purpose

This policy sets out how you may raise a data protection complaint and how we will deal with and respond to these.

# 4 Aims

- 4.1 TLT will address all data protection complaints and concerns quickly and informally in the first instance. This policy will:
  - 4.1.1 make the complaints procedure easy and accessible
  - 4.1.2 deal with complaints and concerns expeditiously and courteously
  - 4.1.3 advise how we will keep individuals informed
  - 4.1.4 to provide a clear and timely response to concerns.

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## 5 Scope

- 5.1 A Data Protection Complaint is an expression of dissatisfaction (whether justified or not) about how we have handled your personal data or any of your data protection rights, including, for example, occasions where you:
- 5.1.1 feel your Personal Data is not being Processed in line with our privacy notice(s) or other information or Data Protection Laws;
  - 5.1.2 feel we have not dealt with a request to exercise your data protection rights correctly;
  - 5.1.3 feel we have not provided a timely response to a previously submitted query or concern;
  - 5.1.4 have been adversely affected by a Personal Data Security Breach, caused by or involving TLT.
- 5.2 This policy 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 TLT's **Overarching Complaints Policy** and our **Client and Third Parties Complaints Procedure**.
- 5.3 Where data protection concerns form part of a wider service complaint, we will coordinate our response with the relevant complaints process to ensure you receive a coherent outcome.

## 6 How to make a complaint

- 6.1 We facilitate data protection complaints and aim to make raising concerns straightforward. You can complain using our online form, by email, or by post. If you need an alternative format or reasonable adjustments, please tell us and we will assist.
- 6.2 You do not have to use a specific form or process to raise a data protection complaint.
- 6.3 Our contact details are:
- 6.3.1 Post: 1 Redcliff St Bristol BS1 6TP
  - 6.3.2 Email: **GDPR@tlt.com**
  - 6.3.3 Online form: **<https://www.tlt.com/privacy/dpa-gdpr-complaints-form/>**

## 7 What happens when we receive a complaint

- 7.1 We will log your complaint, confirm we have received it, and identify the appropriate team to investigate. We may contact you to clarify the issues or request further information. We will then provide our findings and any actions we are taking, and explain how to raise further concerns if you remain dissatisfied.
- 7.2 When investigating complaints, we may need to verify identity and request further information. We will respond as fully as we can, but we must also protect confidentiality, legal professional privilege, and the rights of other individuals. This may mean we cannot disclose certain information.

## 8 Timescales

We will acknowledge receipt promptly and in any event within 30 days of receiving your complaint. We will begin making appropriate enquiries as soon as we receive it and we will keep you informed of progress. We will provide you with the outcome without undue delay.

## 9 Escalation to the Regulator

If you are unhappy with how we have handled your complaint, you can contact the Information Commissioner's Office (ICO) for advice or to raise concerns. We will include information about next steps and the ICO in our outcome communication to you. You can find further details on the ICO's website at [www.ico.org.uk](http://www.ico.org.uk) or contact them for advice or to raise concerns.

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## **10 Record keeping**

We maintain records of data protection complaints and outcomes to demonstrate compliance and support reporting obligations where required by law.

## **11 Policy review**

We will keep this policy under regular review. This version was last updated on 15 May 2026.

## Document version control

Version number	Date amended/created	Amended/created by	Details
1.0	31 January 2024	Neil Smith	New Policy to outline TLT approach to Data Protection complaints. Content from GDPR Complaints Procedure retired.
2.0	17 January 2025	Neil Smith	Annual review. Updated link to online complaints form. Added additional information on need to follow internal complaints process before escalation to the ICO.
2.1	1 April 2025	Neil Smith	Updated cover sheet with correct version number and date. Also amended sensitivity to "public" as this is intended to be outward facing for individuals.
3.0	7 July 2025	Neil Smith	Updated section 5.3 to include details on Overarching Complaints Procedure. Sections 7 and 8 updated in light of amendments introduced by Data (use and access) Act 2025.
4.0	7 January 2026	Neil Smith	General review, no changes made
5.0	18 May 2026	Neil Smith	Updates made to section 5 (scope), section 6 (how to make a complaint), section 8 (timescales), section 9 (escalating to regulator). Added new section 7 (What happens when we receive a complaint) and section 10 (record keeping).

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