



Data Protection Complaints Procedure

This page sets out how to make a complaint about data protection and when to expect a response.

1. Introduction

Pallant Chambers are required to have a data protection complaints procedure as set out in the Data (Use and Access) Act 2025 (DUAA), which amended the UK GDPR and the Data Protection Act 2018 (DPA). This requirement came into force on 19 June 2026.

2. Data protection law says organisations must:

- give people a way of making data protection complaints
- acknowledge receipt of complaints within 30 days of receiving them
- without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and keep people informed and, notify them of the outcome of their complaints.

3. Data Protection Complaints (DPC)

This DPC procedure should be used when:

- a data subject considers that Pallant Chambers have infringed data protection legislation due to the way we have handled their personal information
- or the personal information of someone they are acting on behalf of

4. This procedure covers complaints about:

- how Pallant Chambers have responded to a request made under the Data Protection Act 2018
- the security measures used by Pallant Chambers to store someone's information, including concerns raised by a person affected by a data breach, whether or not it is reportable to the regulator; or
- how the Pallant Chambers have collected or used someone's personal information (e.g. where the information has been stored or how long Pallant Chambers have kept it for, or its accuracy)
- any other matter relating to data protection.

5. How long do I have to make a complaint

Pallant Chambers will only consider complaints received within six months of the matter complained about. Complaints received outside this period will only be considered in exceptional circumstances, for example where you became aware of the matter more than six months after it occurred.

6. How to make a data protection complaint

You can make a data protection complaint by submitting a complaint form clerks@pallantchambers.co.uk or in writing to the following address:

Pallant Chambers

12 North Pallant

Chichester

West Sussex, PO19 1TQ

7. Data protection complaints from children

Children have the same rights over personal information as adults. However, children merit specific protection as they may be less aware of the risks and consequences of the processing and their rights when their personal information is being processed. When responding to a complaint from a child Pallant Chambers will use plain, clear language they can understand.

8. How the Pallant Chambers will handle data protection complaints

What to expect from us

- We will aim to acknowledge receipt of a complaint received within three working days.
- We will aim to investigate the complaint and provide an outcome within one calendar month. However, complex complaints may take longer to resolve. If additional time is needed, we will tell you.
- When necessary, we will request additional information or clarification to ensure our substantive response is complete.
- We will keep the person who has made the complaint updated on the progress of the investigation.

9. After we have responded to your complaint

We will retain details of your complaint and outcome in accordance with the appropriate retention schedule.

If you remain unhappy after being notified of the outcome, you have the right to complain to the Information Commissioner's Office.

10. Review of this procedure

This complaints procedure will be reviewed every year or sooner if there are other changes required, e.g. to legislation.

