

Shepherds Estate Agent Limited Complaints Procedure for GDPR complaints

1. Purpose

Shepherds Estate Agent Limited is committed to protecting personal data. If an individual believes that we have not complied with data protection laws or have mishandled their information, this procedure outlines how their complaint will be managed.

2. How to Make a Complaint

Complaints should be submitted in writing and clearly detail the nature of the concern.

3. Email: enquiries@shepherdsestates.co.uk

4. Post: 37, High Street, Hoddesdon, Herts. EN11 8TA

5. Our Process

Upon receiving a complaint, we will:

6. Acknowledge receipt within 5 working days.

7. Investigate the circumstances surrounding the alleged breach or mishandling of data.

8. Provide a formal, written response within 30 calendar days. If an investigation requires more time due to complexity, we will notify the complainant of the delay and the expected response date.

9. Outcomes

If the complaint is upheld, we will outline the steps taken to rectify the issue and any improvements implemented to prevent recurrence. If the complaint is not upheld, we will explain the rationale clearly.

10. Escalation to the Regulator

If the complainant remains dissatisfied with our response, they have the right to escalate their concern to the Information Commissioner's Office:

- a. **Helpline:** 0303 123 1113
- b. **Website:** [ICO Make a Complaint Page](#)