

FRANCIS AND BUCK SOLICITORS

DATA PROTECTION COMPLAINT FORM

(For concerns about how we have handled your personal information)

Using this form is optional.

1. Your Details

Full Name _____

Address _____

Telephone Number _____

Email Address _____

Preferred Contact Method Email Telephone Post

2. Your Connection to the Matter

How you are connected to the matter (e.g., client, former client, third party) _____

3. Details of Your Data Protection Complaint

a. What personal information is affected?

(Examples: contact details, identification documents, case information, financial information)

b. What happened, and when?

Please describe the events, including dates if known.

c. Why are you unhappy with how we handled your personal information?

d. What outcome are you seeking?

4. Supporting Information

**Reference
Numbers (if
any)**

**Attachments
Provided**

Yes No

**If yes, please
list**

5. Identity Verification (If Required)

We may need to verify your identity before sharing information with you. We will not ask for more information than necessary and will not insist on ID where it would be unreasonable.

If we require ID, we will contact you.

6. Complaints Made on Behalf of a Child (If Applicable)

Child's Name _____

Your Relationship to the Child _____

Does the child have capacity to understand the complaint? Yes No Unsure

7. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature _____

Date _____

How We Will Handle Your Complaint

- We will acknowledge your complaint **within 30 days**.
- We will investigate without undue delay.
- We may contact you for clarification.
- We will provide a written response including the outcome and your right to escalate to the ICO.

Submitting This Form

You may return this form by:

- **Email:** jessica@francisandbuck.co.uk
- **Post:** Celtic House, 20 Cathedral Road, Cardiff, CF11 9LB
- **Telephone:** 029 20344995
- **In person:** hand to your usual contact at the firm