

Data Protection Complaints Procedure

We aim to provide a high standard of service to all our customers at all times. However, we recognise that things can sometimes go wrong. When this occurs, we are committed to resolving matters promptly.

How to make a complaint

If you need to make a complaint you can contact us in one of the following ways:

- In writing to: The data protection officer
Ardonagh Advisory
4th Floor The Octagon
Middleborough
Colchester
CO1 1TG

- By e-mail to: advisorydataprotection@ardonagh.com

Where possible please include the following details:

- Your full name and address
- Full details of your complaint
- Your Policy Number(s)
- Details of what you would like us to do to put things right
- Photocopies of any relevant paperwork
- Daytime contact telephone number

Complaints may be raised by representatives on behalf of data subjects. If you are acting as a representative, please give details of your relationship to the data subject.

What will happen if you make a complaint?

Customers, clients and third-party claimants will follow the FCA complaints process for the relevant business unit their complaint relates to.

Employee complaints will follow the process below:

If we can't resolve your complaint immediately, we will write to you within 5 days. We'll let you know the name and contact details of the person or specialised team dealing with your complaint and when you can expect a response.

We may contact you for further details or to verify authorisation of representatives to act on behalf of data subjects. Once all the details of your complaint have been investigated, we will send you a 'final response' to your complaint as soon as we can. We will update with our progress you 30 days after our initial response if we have been unable to issue our final response.

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What if you're not happy with our response?

Once we've sent you our Final Response, you have the right to complain to the Information Commissioner's Office (ICO). Their on-line complaints portal can be found here: ico.org.uk/make-a-complaint/data-protection-complaints/

Or you can call their helpline on 0303 123 1113.