

DATA PROTECTION COMPLAINTS POLICY



We're committed to handling personal data fairly and transparently. If you have a concern about how we use your personal information, we want to hear from you and will deal with it promptly.

INTRODUCTION

This policy outlines how Cooper Parry handles Data Protection complaints. Our goal is to ensure all concerns are addressed promptly, fairly, and transparently, helping us continuously improve our services to clients and all external parties that may interact with Cooper Parry as well as our team across all service lines.

SCOPE

This policy applies to all data protection complaints raised by Cooper Parry clients (including audit, advisory, wealth, law and digital clients), internal and external stakeholders.

POLICY

HOW TO MAKE A COMPLAINT

Anyone can raise a complaint in any way that suits you. For example, you can contact us:

- by email (risk@cooperparry.com);
- via the post to our Head Office at our Sky View address;
- by phone;
- via an online form using our [complaints portal](#);
- through live chat (with escalation to a person if needed);
- on social media; or
- in person.

You do not need to use a specific form, and you do not need to describe your concern as a “data protection complaint” although it does help us immediately identify it as a data protection complaint. If it relates to personal data, we will treat it as one.

We encourage clients, internal and external stakeholders to include as much detail as possible, such as the nature of the concern, relevant dates, and the desired outcome.

COMPLAINTS RAISED VIA SOCIAL MEDIA

If you contact us through social media, we may ask you to continue the conversation using a secure channel. We do not request or share personal information publicly.



COMPLAINTS FROM CHILDREN OR RAISED ON BEHALF OF SOMEONE ELSE

Children have the same data protection rights as adults. We use clear, age-appropriate language and take additional care where complaints are raised by or about children.

If you are complaining on someone else's behalf, we may ask for reasonable evidence that you are authorised to do so (for example, a signed letter of authority or power of attorney).

WHAT HAPPENS NEXT

When we receive a complaint, we will:

- acknowledge it promptly;
- investigate it without undue delay; and
- keep you informed if we need more time.

Our response will explain what we have considered, what we have decided, and any actions we have taken or plan to take.

VERIFYING IDENTITY

In some cases, we may need to confirm your identity before responding. We will only ask for information where necessary and will not request more than is reasonable.

RECORDS AND CONFIDENTIALITY

We keep a record of complaints and outcomes so we can respond effectively and improve our processes. All information is handled securely and in line with data protection legislation.

RESOLUTION

Once the investigation is complete, we'll send a written response outlining our findings, any corrective actions, and remedies offered, if applicable.

IF YOU ARE NOT SATISFIED

If you are unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO):

- **Website:** www.ico.org.uk
- **Phone:** 0303 123 1113

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