

Complaints Procedure Policy

Scope:

This procedure addresses how Caldere Ltd deals with complaints from data subjects.

Responsibilities:

All employees/staff are responsible for ensuring any complaints of which they become aware that are made in relation to the scope of this procedure are reported to the nominated person, Meeta Gargav.

Meeta Gargav is responsible for dealing with all complaints in line with this procedure.

Procedure:

Data subjects are able to complain to Caldere about:

- How their personal data has been processed
- How their request for access to data has been handled
- How their complaint has been handled

Data subjects may also appeal any decision made following a complaint.

The firm will ensure that any complaints received by data subjects will be passed to Meeta Gargav immediately for resolution.

Complaints are to be actioned within 30 days.

Appeals on the handling of complaints are to be actioned within 30 days of the appeal.

If Caldere fails to act on a data subject's access request within 30 days, or refuses the request, it will set out in clear and plain language the reasons it took no action or refused.

How We Handle Your Complaint:

Our aim is to provide you at all times with a first-class standard of service. However, there may be occasions when you feel that this objective has not been achieved. We take all complaints seriously and will deal with your complaint in the following manner.

By providing you with the information below we have established that you are eligible:

- We will acknowledge your complaint promptly following receipt, enclosing a copy of these procedures.
- If you make an oral complaint, our written acknowledgement will set out our understanding of your complaint.
- If we have reasonable grounds to be satisfied that another consultancy may be solely or jointly responsible for the allegation(s) made, we will promptly forward the complaint or the relevant part of it to that firm. We will write to you to confirm our actions and provide contact details of the firm concerned.

- If your complaint cannot be resolved by the close of the next business day following its receipt, we will ensure that you are regularly kept informed of our progress with regards to the investigation into your complaint.
- We will endeavour to send you our Final Decision Letter addressing your concerns and providing you with our decision within 8 weeks. If not resolved before then, we will keep you informed of the progress of your complaint.
- Where we are still unable to complete our investigations within this time scale, we will confirm when you can next expect contact from us.
- We will continue to investigate the complaint until we are in a position to send you our Final Decision Letter.
- If your complaint is upheld, we will provide you with fair compensation for any acts or omissions for which we are responsible.

We shall deem the matter closed when:

- Our investigation has been completed and a Final Decision Letter has been sent to you, or
- Where you have indicated, in writing, acceptance of any earlier response, where appropriate.