Complaints

Last updated: 17 November 2026

SRA complaints

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your matter to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then please make the complaint in writing to the Director that is responsible for your matter (either Alison Deighton or Jenai Nissim) by post or email, using the following details:

Email: hello@hellodpo.com
Post: HelloDPO Law Ltd, 23 Cottingham Way, Thrapston, Northants, NN14 4PL

Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the **Solicitors Regulation Authority.**

What do to if we cannot resolve your complaint

The Legal Ombudsman may be able to help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

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If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: **www.legalombudsman.org.uk**
Call: 0300 555 0333 between 9am to 5pm
Email: **enquiries@legalombudsman.org.uk**
Post: Legal Ombudsman PO Box 6806, Wolverhampton WV1 9WJ

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our terms of business.

The Legal Ombudsman service is free of charge.

Data protection complaints

We are committed to processing personal data in line with our data protection obligations and based on the UK GDPR principles, i.e.:

- processing personal data lawfully, fairly and in a transparent way;
- collecting personal data for specific and legitimate purposes and not processing personal data in a way that is incompatible with those purposes;
- collecting and using adequate, relevant and minimal personal data;
- taking reasonable steps to make sure personal data is accurate and kept up to date;
- not keeping personal data longer than necessary; and
- implementing appropriate security measures to protect personal data.

There may be times when we do not get it right, and, if so, we want you to let us know. We take complaints very seriously and aim to learn from them to improve our standards of service and data protection controls.

How to make a data protection complaint

If you would like to make a complaint relating to the processing of your personal data, please contact us using the following details:

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Email: hello@hellodpo.com
Post: HelloDPO Law Ltd, 23 Cottingham Way, Thrapston, Northants, NN14 4PL

What happens next?

We will acknowledge your complaint within 30 days of receiving it. We may ask for information to check your identity and if someone is making a complaint on your behalf, we will also need to check that the person making the complaint is allowed to do so. If we are unable to identify you and/or verify the authority of the person making the complaint, we may not be able deal with it.

We will consider your complaint without undue delay and keep you and/or your authorised representative updated at appropriate intervals on the progress of our investigation. We may need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time so that we can respond to your complaint within a reasonable time frame.

We will let you and/or your authorised representative know the outcome of the complaint without undue delay. We will explain clearly what we have done to deal with your complaint and, where appropriate, any action we have taken as a result.

We hope that we will be able to resolve your complaint to your satisfaction, but, if you are unhappy with the outcome, you can complain to the Information Commission (**ICO**) or you can take action in the courts. The ICO's contact details are:

Post: Information Commission, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113

More details on how to complain to the ICO are available on the complaints page of the ICO's website.

Data protection rights

Please note that if you are looking to exercise one of your rights under UK GDPR (right to access, information, rectification, restriction, erasure, object, portability, rights in relation to automated decision making) we have a separate procedure for this and we will handle your request in accordance with this procedure.

You can find more information about your data protection rights and how to exercise them in our privacy notice, which can be found here.

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