



Complaints Policy

Purpose

Curran Delaney Financial Services Ltd is committed to providing a quality service for its employees and clients alike, in an open and accountable way. We aim to respond to complaints in confidence and in a prompt, polite manner.

Scope

This procedure addresses complaints from data subject(s) relating to the processing of their personal data, Curran Delaney Financial Services Ltd handling of requests from data subject(s) and appeals from data subject(s) on how complaints have been handled.

Policy Statement

- Curran Delaney Financial Services Ltd has the contact details of its GDPR Owner published on its website www.currandelaney.ie, clearly under the GDPR section.
- Curran Delaney Financial Services Ltd has clear guidelines on the Complaints Policy page and relevant contact details under the GDPR section on www.currandelaney.ie Any queries or complaints from the data subject(s) will be sent directly to the GDPR owner.

Curran Delaney Financial Services Ltd clearly provides data subject(s) with its Privacy Notice by publishing it on its website, www.currandelaney.ie, clearly under the GDPR section or in word format as agreed with the data subject.

- Data subject(s) may submit a claim regarding the following:
 - How their personal data has been processed
 - How their request for access to data has been handled
 - How their complaint has been handled
 - Appeal against any decision made following a complaint.
- Data subject(s) lodging a complaint with Curran Delaney Financial Services Ltd.'s GDPR Owner may do so by means of an email direct to the GDPR Owner as published on the company website.
- Data subject(s) may also lodge a complaint in writing. Complaints received by telephone will not be accepted and will need to be in writing.
- If Curran Delaney Financial Services Ltd fails to act on a data subject(s) access request within 30 days or refuses the request, it must specify in clear and plain language the reasons it was unable to respond or indeed, why the request was refused.
- Curran Delaney Financial Services Ltd will also inform the data subject(s) of their right to complain directly to the supervisory authority (Office of the Data Protection Commissioner). In doing so, Curran Delaney Financial Services Ltd provides the data subject(s) with the contact details of the supervisory authority (Office of the Data Protection Commissioner, Canal House, Station Road, Portarlington, Co. Laois, R32 AP23) and informs them of their right to seek judicial remedy.



Roles and Responsibilities

- All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the GDPR Owner.
- The GDPR Owner is responsible for dealing with all complaints in line with this procedure.

Contacts

- Geoffrey Curran GDPR Owner

Policy Review

- Policy Prepared For: **Curran Delaney Financial Services Ltd**
- Approved by Board/Management On: **May 23rd 2018**
- Policy Became Operational On: **May 25th 2018**
- Next Review Date: **May 25th 2019**