
Data Protection Complaints Policy

Business: Leapfrog Lettings Limited, trading as Leapfrog Lettings & Sales
Address: 119 High Street, Skelton, TS12 2DY
Policy owner: The Company Director / designated Data Protection Contact
Effective date: 21 October 2026
Review date: October 2027, or sooner if required

1. Purpose of this policy

Leapfrog Lettings & Sales is committed to protecting personal information and handling it lawfully, fairly and transparently.

This policy explains how individuals can raise concerns or make a complaint about the way we collect, use, store, share or otherwise process their personal information, and how we will investigate and respond to those complaints.

This policy has been prepared with reference to the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, as amended, and the Data (Use and Access) Act 2025.

It applies to our residential sales, lettings, property management and associated business activities in England and Wales.

2. Who can make a complaint?

A data protection complaint may be made by anyone who believes that Leapfrog Lettings & Sales has not handled their personal information appropriately, including:

- Current, former or prospective landlords and tenants.
- Property buyers, sellers and prospective purchasers.
- Applicants, guarantors and referencing subjects.
- Contractors, suppliers, employees and prospective employees.
- Any other individual whose personal information we process.

An individual may also complain through an authorised representative. We may ask for reasonable evidence of their authority to act on the individual's behalf.

What can a complaint relate to?

Examples of data protection complaints include:

- Personal information being disclosed to an unauthorised person.
- Personal information being inaccurate, incomplete or not kept up to date.
- Personal information being retained for longer than necessary.

- Personal information being used for a purpose that the individual believes is inappropriate.
- Concerns about how identity documents, referencing information or financial information have been handled.
- Concerns about the security of personal information held in paper files, emails, property management systems or other electronic records.
- Concerns about the handling of a request to access, correct, erase or restrict the use of personal information.
- Concerns about personal information being shared with landlords, tenants, buyers, sellers, referencing agencies, contractors, solicitors or other third parties.

4. How to make a complaint

Complaints can be made in writing or by another reasonable means.

Please address written complaints to:

*Data Protection Complaints
Leapfrog Lettings & Sales
119 High Street
Skelton
TS12 2DY*

A complaint may also be submitted using the business email address published in our current privacy notice or on our official website.

We will take reasonable steps to help individuals make a complaint if they need assistance. A complaint will not be rejected solely because it has not been submitted using a particular form or wording.

Where possible, individuals should provide:

- Their name and preferred contact details.
- A description of their concern.
- Relevant dates, correspondence or other information.
- Details of the outcome they are seeking, if known.

We will not require an individual to provide information that is unnecessary to understand or investigate their complaint.

5. Acknowledgement of complaints

We will acknowledge receipt of a data protection complaint within 30 days of receiving it, in accordance with applicable data protection law.

Our acknowledgement will confirm that the complaint has been received and is being considered. Where appropriate, we will explain the next steps, provide a point of contact and indicate when the individual can expect a further update.

Acknowledgement does not mean that the investigation must be completed within 30 days.

6. How complaints will be investigated

The Company's designated Data Protection Contact will oversee the handling of complaints and ensure that appropriate enquiries are made.

Depending on the nature of the complaint, the investigation may include:

1. Reviewing the complaint and identifying the issues raised.
2. Checking relevant tenancy, sales, referencing, correspondence or management records.
3. Reviewing how the personal information was collected, used, stored or shared.
4. Speaking to relevant members of staff or third parties where appropriate.
5. Considering whether the Company's procedures and legal obligations have been followed.
6. Identifying any corrective action or improvements required.

Complaints will be investigated objectively, proportionately and as promptly as the circumstances allow. Where a complaint involves the person normally responsible for handling data protection matters, an alternative appropriate person will oversee the investigation.

7. Updates and timescales

We will take appropriate steps to respond to complaints without undue delay.

We will keep the complainant informed about progress where appropriate and will not allow a complaint to remain unanswered without reasonable explanation.

There is no single statutory deadline for completing every data protection complaint investigation. The time required will depend on factors such as the complexity of the issues, the information available and whether enquiries with third parties are necessary.

Where an investigation takes longer than expected, we will provide an update and explain the position.

8. Outcome of the complaint

Once the investigation has been completed, we will communicate the outcome to the complainant without undue delay.

Our response will, as appropriate:

- Summarise the complaint and the matters investigated.
- Explain our findings and the reasons for our decision.
- Confirm whether we identified any failure in our handling of personal information.
- Explain any corrective action taken or proposed.
- Explain any further steps available to the complainant.

Corrective action may include correcting inaccurate information, reviewing access permissions, improving security arrangements, providing further information, changing a procedure or taking appropriate staff training or disciplinary action.

Where we conclude that our handling of personal information complied with the applicable requirements, we will explain the reasons for that conclusion.

9. Escalation to the Information Commissioner's Office

If an individual remains dissatisfied after raising a complaint with Leapfrog Lettings & Sales, they may contact the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

ICO website: <https://ico.org.uk/>

ICO data protection complaints information:

<https://ico.org.uk/for-the-public/how-to-make-a-data-protection-complaint/>

Individuals are encouraged to raise their concerns with us first so that we have an opportunity to investigate and resolve the matter. However, this does not remove their right to contact the ICO.

10. Recording and monitoring complaints

We will maintain an appropriate record of data protection complaints, including:

- The date the complaint was received.
- The nature of the concern.
- The steps taken to investigate it.
- Relevant correspondence and progress updates.
- The outcome and any remedial action.
- The date the complaint was closed.

Records will be retained securely and for an appropriate period in accordance with our data retention arrangements and legal obligations.

We will periodically review complaints to identify recurring issues, improve staff training and strengthen our data protection procedures. Records will only be accessed by those who need them for legitimate business or compliance purposes.

11. Relationship with other policies and requests

This policy supplements, and does not replace, our Privacy Notice, general Complaints Procedure, Data Protection Policy, Information Security procedures or applicable data subject rights procedures.

A data protection complaint may be raised alongside a subject access request or another request concerning personal information. Where this happens, we will identify and handle each matter under the relevant process and applicable timescales.

Making a data protection complaint will not affect an individual's right to use our services or raise other legitimate concerns.

12. Staff responsibilities

All staff must:

- Recognise and promptly refer to any concern that may constitute a data protection complaint.
- Forward complaints to the designated Data Protection Contact without unnecessary delay.
- Preserve relevant records and correspondence.
- Maintain confidentiality and avoid disclosing personal information unnecessarily.
- Cooperate with investigations and complete any required training.

Staff must not ignore a complaint, promise a particular outcome before an investigation has been completed, or respond in a way that discourages an individual from exercising their data protection rights.

“We” “us” or “Leapfrog” means Leapfrog Lettings Limited (trading as Leapfrog Lettings and Sales).
Company Registration number 8454446 of 119 High Street, Skelton, Cleveland. TS12 2DY.

13. Policy review

This policy will be reviewed at least annually and whenever there are significant changes to data protection legislation, ICO guidance, the Company's business arrangements or its personal information handling procedures.

Approved by: _____ Mrs Sarah L Hartley

Position: Managing Director

Date: _____