We are sorry that you have a complaint and we will do whatever we can to resolve the problem as soon as possible.

Please complete this document as fully as you can and then email it to [enquiries@what-life.co.uk](mailto:enquiries@what-life.co.uk)

Your complaint will be directed to our Practice Principals who will respond no later than 72 hours after receipt.

Complaints to the Supervisory Authority should be made at <https://ico.org.uk/concerns/handling/>

# Complaint Privacy Notice

# AboutUs

What Direct Limited t/as What Life & Mortgages is a company incorporated in England and Wales, (no 07071175) and whose registered address is Pavilion 2000, Amy Johnson Way, York, YO30 4XT, United Kingdom.

How we use your information

Your complaint and any underlying information provided will only be used to process the complaint and will be processed in line with the Principles and Individuals Rights of The General Data Protection regulation.

Our legal basis for processing this complaint will be Consent. You have the right to withdraw that consent at any time, but this would mean the complaint could not be investigated.

Your information will not be transferred out of the European Union and we will not share your personal data with any external parties (without prior notice and consent) but it may be necessary to engage other partners of What Direct Ltd in order to process the complaint. If the complaint cannot be resolved to your satisfaction, the Supervising Authority (Information Commissioners Office) may be contacted to assist resolution.

Your complaint documentation will be held in electronic format only (hard copies will be scanned and shredded). The information will be stored on a secure drive and retained for 12 months following completion of the case (for Audit purposes). If you wish to have the information removed prior to this time, we will of course do so, but that will mean there can be is no further recourse in relation to the original complaint.

If you are unable to email this form, please post it and any supporting information to:

Practice Principals

What Life & Mortgages

Pavilion 2000

Amy Johnson Way

York

YO30 4XT

|  |  |
| --- | --- |
| 1. **About you** | |
| Your name: Click or tap here to enter text. | Your Company: (if applicable) Click or tap here to enter text. |
| Your contact number: Click or tap here to enter text. | Email: Click or tap here to enter text. |
| Date: Click or tap to enter a date. |  |
| 1. **Your complaint** | |
| Please tell us what your complaint concerns: | Choose an item. |
| Does this relate to an individual, team, or general processing | Choose an item. |
| If an individual or team – please tell us who | Click or tap here to enter text. |
| If this relates to an existing complaint please complete this section, if not – proceed to section 3 | |
| Please tell us who was dealing with your request or complaint | Click or tap here to enter text. |
| Please tell us when you raised the original request or complaint | Click or tap here to enter text. |
| Please provide the reference number given to you | Click or tap here to enter text. |
|  | |
| 1. **Please give us more detail about your complaint**   **(the more information you can provide, the quicker we will be able to help and please also provide any supporting documentation)** | |

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| --- | --- |
| 1. **To Be Completed by What Direct Ltd** | |
| Date Received: Click or tap to enter a date. | Received by: Click or tap here to enter text. |
| Reference Assigned: Click or tap here to enter text. |  |
| Actions: | |
| Summary/Outcome | |
| Date Closed: Click or tap to enter a date. | Closed by: Click or tap here to enter text. |