



DATA PROTECTION COMPLAINTS POLICY

Responsible: Governing Body

In place from: July 2026

To be reviewed: Annually in September or following incident review or legislation change.

Last reviewed on:

1. Purpose

The school is committed to handling personal data fairly, lawfully and transparently. We recognise that individuals have the right to raise concerns about how their personal information is collected, used, stored, shared or otherwise processed.

This procedure explains how individuals can make a complaint about the school's handling of personal data and how such complaints will be investigated and resolved. It has been developed in line with UK data protection legislation and Information Commissioner's Office (ICO) guidance.

2. Scope

This procedure applies to complaints relating to:

- Personal information held by the school.
- The collection, use, storage, retention or sharing of personal data.
- Subject access requests.
- Requests to rectify, erase or restrict personal data.
- Privacy notices.
- Data breaches.
- CCTV, photographs or video recordings involving personal data.
- Any other matter relating to information rights or data protection.

This procedure applies to parents, carers, children, staff, governors, volunteers, visitors and members of the public.

3. What Is Not Covered by This Procedure?

The following should be dealt with under other school procedures:

- Complaints about teaching, behaviour, admissions or other school matters.
- Grievances from staff.
- Whistleblowing concerns.
- Safeguarding concerns.

Where a complaint includes both data protection issues and other concerns, the school may deal with the issues under separate procedures.

4. How to Make a Complaint

Complaints may be made:

- In writing.
- By email.
- By letter.
- In person.

- By telephone.

Complaints should be directed to:

Data Protection Officer (DPO)

St. Peter & St. Paul CE Primary School
Wainfleet Road, Burgh-le-Marsh, Lincs, PE24 5ED
Email: dpo@burghschool.org.uk

The complainant should provide:

- Their name and contact details.
- Details of the concern.
- Relevant dates and background information.
- What outcome they are seeking.

Assistance will be provided where an individual requires support to make a complaint.

5. Acknowledgement

The school will acknowledge receipt of a data protection complaint within **30 calendar days**.

The acknowledgement will:

- Confirm that the complaint has been received.
 - Explain how the complaint will be investigated.
 - Provide contact details for the person handling the matter.
 - Outline likely next steps.
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6. Investigation

The Data Protection Officer will normally investigate the complaint.

Where appropriate, the DPO may seek information from:

- School staff.
- The headteacher.
- Governors.
- Third-party service providers.
- The complainant.

The school may request further information where necessary to understand or investigate the complaint.

The school will handle all complaints fairly, objectively and confidentially.

7. Keeping Complainants Informed

The school will take appropriate steps to investigate and respond to complaints without undue delay.

Where investigations are likely to take some time, the school will provide updates on progress and explain any delays.

8. Outcome of the Complaint

At the conclusion of the investigation, the school will write to the complainant setting out:

- The findings of the investigation.
- Any action taken or proposed.
- Any changes to procedures or practice, where appropriate.
- The reasons for the decision.

The school will communicate the outcome without undue delay.

9. Escalation to the Information Commissioner's Office (ICO)

If a complainant remains dissatisfied after the school's internal process has concluded, they may raise the matter with the Information Commissioner's Office (ICO).

Information about how to contact the ICO can be found at: www.ico.org.uk

The school encourages complainants to allow the school the opportunity to investigate and respond to concerns before approaching the ICO.

10. Records

The school will keep a record of:

- Data protection complaints received.
- Investigations undertaken.
- Correspondence and evidence considered.
- Outcomes and actions taken.

Records will be retained in accordance with the school's records retention arrangements.

11. Monitoring and Review

The Governing Body will review this procedure annually or sooner if legislation, guidance or local circumstances require.
