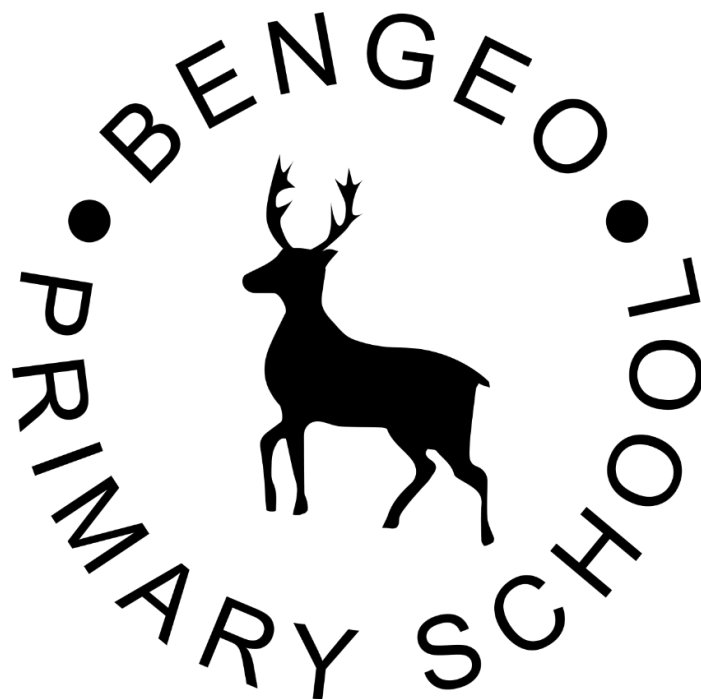


BENGEO PRIMARY SCHOOL



Data Protection Complaints Policy

Reviewed: Autumn 2026

Author: Headteacher

Authorised by: Full Governing Body

Next review date: Autumn 2027

1. Purpose and Scope

This policy explains how to make a complaint if you believe Bengo Primary School has not handled your personal data appropriately or has failed to comply with data protection law.

Who can complain?

Any individual can make a data protection complaint to the school, including:

- Parents and carers
- Pupils
- Staff members (current and former)
- Governors
- Volunteers
- Visitors
- Any other person whose data we process

What you can complain about

You can complain if you believe the school:

- Has not properly responded to your request for personal information (subject access request)
- Is not keeping information secure
- Holds inaccurate information about you
- Has disclosed information about you inappropriately
- Is keeping information about you for longer than necessary
- Has collected information for one purpose and is using it for something else
- Has not upheld any of your data protection rights
- Has failed to comply with UK GDPR or the Data Protection Act 2018

2. How to Make a Complaint

If you wish to make a data protection complaint, please contact:

Data Protection Officer: Katie Harris – Interim IT

Email: gdpr@intermit.co.uk

What to include in your complaint

To help us investigate your complaint effectively, please provide:

- Your name and contact details
- A clear description of your complaint
- Details of what happened and when
- Any relevant evidence or documentation
- What outcome you are seeking

- Whether you have raised this concern with us before

You can submit your complaint:

- By completing the Data Protection Complaint Form (attached)

3. How We'll Handle Your Complaint

Acknowledgement

We will acknowledge receipt of your complaint within 30 days of receiving it. The 30 days start the day after we receive your complaint. If the last day falls on a weekend or public holiday, we have until the next working day to provide an acknowledgement.

In practice, we aim to acknowledge complaints much sooner than this - typically within 5 working days.

Our acknowledgement will include:

- Confirmation that we have received your complaint
- The name of the person handling your complaint
- An indication of when you can expect a full response

Investigation

We will:

- Investigate the substance of your complaint thoroughly
- Review relevant records, policies and procedures
- Speak to relevant staff members if necessary
- Consider whether any immediate action is needed

Keeping You Informed

Throughout our investigation, we will keep you updated on our progress without undue delay. This includes:

- Keeping you up to date with timeframes
- Explaining any delays
- Providing you with a point of contact for any questions

If the investigation is likely to take some time, we will follow up after our initial acknowledgement so you know we are working on it. We will provide you with an expected completion date where possible.

Response

We will investigate your complaint and inform you of the outcome without undue delay. This means we will look into the issue as soon as possible.

The time needed to investigate will depend on the complexity of your complaint. We will be able to justify why we have handled your complaint in the way we did.

Our response will:

- Explain our findings
- Set out any action we will take
- Inform you of your right to escalate to the Information Commissioner's Office (ICO) if you remain dissatisfied

If we need more time

If your complaint is particularly complex and the investigation is taking longer than initially expected, we will: Contact you to explain why

- Give you a revised timeframe
- Provide regular updates on progress

Record keeping

We maintain a record of all data protection complaints, including:

- Details of the complaint
- Our investigation findings
- Actions taken
- Outcome and resolution
- Date the complaint was closed

This register is reviewed regularly by the DPO and reported to governors as appropriate.

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

If you are not satisfied with our response to your complaint, or if we have not responded within the timeframes set out above, you have the right to complain to the ICO.

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0303 123 1113

Online complaint form: <https://ico.org.uk/make-a-complaint/>

What to expect from the ICO

The ICO will:

- Review your complaint
- Decide whether to investigate
- May contact the school for information
- Provide guidance or take regulatory action if appropriate

Please note that the ICO may not investigate every complaint, particularly if:

- You have not first complained to the school
- The matter is already being dealt with by another regulator or court
- The complaint is frivolous or vexatious

The ICO's website (www.ico.org.uk) provides detailed guidance on data protection rights and the ICO's regulatory powers.

5. Related Policies

This policy should be read alongside:

- School Complaints Policy
- Data Protection Policy

- Privacy Notices
- Subject Access Request Policy

6. Policy Review

This policy should be read alongside our main Data Protection Policy (section 19), which also sets out our approach to handling data protection complaints.

This policy will be reviewed annually, or sooner if there are changes to:

- Data protection legislation
- ICO guidance
- School procedures

Data Protection Complaint Form

Bengeo Primary School

Please complete this form if you wish to make a complaint about how the school has handled your personal data.

Your Details

Your name:

Your relationship to the school:

- ☐ Parent/Carer
- ☐ Pupil
- ☐ Staff member
- ☐ Governor
- ☐ Volunteer
- ☐ Other (please specify): _____

Contact telephone number:

Contact email address:

Your Complaint

Please describe your complaint in detail:

(Include what happened, when it happened, and who was involved)

Which of your data protection rights do you believe have been breached?

(You can tick more than one)

- ☐ Right of access to your personal data
- ☐ Right to have inaccurate data corrected
- ☐ Right to have data erased
- ☐ Right to restrict processing
- ☐ Right to data portability
- ☐ Right to object to processing
- ☐ Rights related to automated decision-making
- ☐ Other concern about data security or confidentiality
- ☐ Not sure

Please provide any relevant dates:

Have you raised this concern with the school before?

☐ Yes ☐ No

If yes, please provide details:

What You're Seeking

What outcome are you looking for?

(For example: correction of records, apology, explanation, changes to procedures)

Supporting Information

Please attach or describe any evidence that supports your complaint:

(For example: emails, letters, dates of conversations)

Declaration

I confirm that the information I have provided in this form is accurate to the best of my knowledge.

Signature:

Date:

For School Use Only

Date received: _____

Received by: _____

Acknowledgement sent: _____

Assigned to: _____

Target response date: _____

Complaint reference number: _____

Please return this form to:

Data Protection Officer

Bengeo Primary School

Email: