

Data Protection Complaints Policy 25.9.26

1. Purpose

Bradgate Education Partnership is committed to processing personal data in accordance with the UK GDPR and the Data Protection Act 2018. We take the privacy of our pupils, staff, parents, and visitors seriously.

This policy establishes a formal process for individuals to raise complaints directly with the school regarding the processing of their personal data. It is intended to ensure that complaints are handled transparently, consistently, and within statutory timeframes, fulfilling our obligations under the Data (Use and Access) Act 2025.

2. Scope

This policy applies to any individual who believes the school has mishandled their personal data, or the personal data of a child for whom they have parental responsibility. This includes, but is not limited to, concerns regarding:

- Subject Access Requests (SARs)
- Data accuracy and rectification
- Unlawful data sharing or disclosure
- Direct marketing communications
- Data retention periods
- Information security and data breaches
- Employee data handling

3. How to Make a Complaint

If you believe your personal data has been mishandled, you are encouraged to raise your concern with us directly.

Submitting a Complaint:

Complaints should be sent in writing to the school's Data Protection Officer:

Email: info@dpoforschools.co.uk

Post:

DPO For Schools
350 Loughborough Road
Leicester
LE4 5PJ

TEL: 0116 261 3211 (24/7)

To help us investigate efficiently, please include:

- Your name and contact details.
- Name of the School
- A clear description of your concern.
- Relevant dates or documents, if applicable.
- Any specific outcome you are seeking.

4. Our Complaints Procedure

We treat all data protection complaints as formal matters. Our process is as follows:

Receipt & Logging: Upon receipt, your complaint will be logged in our internal Data Protection Complaints Register.

- Acknowledgement: We will acknowledge receipt of your complaint in writing within 30 calendar days.
- Investigation: The DPO (or an appointed investigator) will conduct an internal review. This may involve interviewing relevant staff, reviewing logs, and checking internal procedures.
- Update (if necessary): If the investigation is complex and requires further time, we will contact you to provide an update and an estimated date for the final response.
- Outcome: We will provide you with a written outcome, explaining our findings and any remedial actions the school will take (if applicable).

5. Staff Responsibilities

All staff must be vigilant in identifying potential data protection complaints.

Identification: Any expression of dissatisfaction regarding data handling whether verbal or written must be treated as a potential complaint.

Escalation: Staff must not attempt to resolve data complaints independently. They must forward any such concern to the DPO immediately upon receipt. Failure to escalate promptly may prevent the school from meeting the statutory 30-day acknowledgement deadline.

6. Escalation to the ICO

While we aim to resolve all complaints internally, you retain the statutory right to lodge a complaint with the Information Commissioner's Office (ICO) at any time.

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Website: ico.org.uk

7. Interaction with Other Procedures

General Complaints: If a data protection complaint forms part of a wider school complaint, we may manage the data-related aspect through this policy while the general complaint proceeds under our standard Complaints Policy.

Data Breaches: If your complaint relates to a personal data breach, this procedure will run in parallel with our internal Data Breach Response Plan.