



Reepham Church of England Primary School

Data Protection Complaints Procedure

In accordance with the UK GDPR, Data Protection Act 2018 and the Data (Use and Access) Act 2025

Document Title: Data Protection Complaints Procedure

Approved By: Governing Body

Responsible Officer: Headteacher (Mrs Jackson) / Data Protection Lead (Louise Revitt)

Data Protection Officer (DPO): Judy Carter judycarter1911@gmail.com

Date Approved: June 2026

Review Date: June 2027

Effective Date: 19 June 2026

1. Purpose

Reepham Church of England Primary School is committed to protecting the privacy and personal data of pupils, parents, carers, staff, governors, volunteers and visitors.

This procedure explains how individuals can make a complaint about the school's handling of personal data and how the school will investigate and respond to such complaints.

This procedure has been developed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data (Use and Access) Act 2025 (DUAA)
- Information Commissioner's Office (ICO) guidance on handling data protection complaints

2. Scope

This procedure applies to complaints relating to:

- Collection of personal information
- Use of personal information
- Sharing or disclosure of personal information
- Accuracy of personal information
- Retention of personal information
- Security of personal information
- Subject Access Requests (SARs)
- Individual rights under UK GDPR
- CCTV and surveillance data
- Any alleged breach of data protection legislation by the school

This procedure does not replace the school's:



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- General Complaints Procedure
- Staff Grievance Procedure
- Whistleblowing Procedure
- Safeguarding Procedures

However, where a complaint concerns personal data, this procedure will take precedence.

3. Who Can Make a Complaint?

A complaint may be made by:

- Pupils
- Parents and carers
- Former pupils
- Members of staff
- Former staff members
- Governors
- Volunteers
- Contractors
- Visitors
- Any individual whose personal data is processed by the school

Complaints may also be submitted through an authorised representative acting on behalf of the individual.

4. How to Make a Complaint

Complaints may be submitted:

By Email

Email: school@reepham.lincs.sch.uk

By Post

Headteacher
Reepham Church of England Primary School
High Street, Reepham, Lincolnshire, LN2 4DP

Data Protection Officer: Judy Carter

Email: judycarter1911@gmail.com

In Person

Complaints may be made verbally to a member of staff, who will record the complaint and ensure it is forwarded to the appropriate officer.



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Individuals should provide:

- Name and contact details
- Details of the concern
- Relevant dates
- Copies of any supporting evidence
- The outcome sought

The school will make reasonable adjustments to assist anyone who requires support in making a complaint.

5. Acknowledgement of Complaints

In accordance with the Data (Use and Access) Act 2025:

The school will:

- Acknowledge receipt of a data protection complaint within **30 calendar days**
- Provide the name and contact details of the person handling the complaint
- Explain the next steps in the investigation process

Where possible, the school aims to acknowledge complaints within **five working days**.

6. Investigation Process

Upon receipt of a complaint, the school will:

1. Record the complaint in the Data Protection Complaints Register.
2. Assess the nature and seriousness of the concern.
3. Gather relevant evidence and documentation.
4. Consult appropriate staff members.
5. Seek advice from the school's Data Protection Officer where required.
6. Determine whether there has been:
 - A breach of data protection legislation;
 - A procedural failure; or
 - No breach.

The school may contact the complainant for additional information if necessary.

7. Keeping Complainants Informed

The school will keep complainants informed about the progress of their complaint.

Where an investigation is likely to take longer than expected, the school will provide updates and explain the reasons for any delay.

8. Outcome of the Complaint



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The school will provide a written response without undue delay.

The response will include:

- A summary of the complaint
- Findings of the investigation
- Any action taken or proposed
- Information about any rights of review or escalation

Where appropriate, the school may:

- Correct inaccurate records
- Improve procedures
- Provide additional staff training
- Restrict or cease certain processing activities
- Apologise for errors
- Report a personal data breach where legally required

9. Complaints Found to Be Unfounded

Where the investigation finds that the school has complied with its legal obligations, the response will explain:

- The reasons for the decision
- The evidence considered
- The individual's right to complain to the Information Commissioner's Office (ICO)

10. Escalation to the Information Commissioner's Office

If the complainant remains dissatisfied after receiving the school's final response, they may contact the Information Commissioner's Office.

Information Commissioner's Office

[Information Commissioner's Office \(ICO\)](#)

Telephone: 0303 123 1113

The ICO generally expects individuals to give organisations an opportunity to resolve data protection concerns before contacting the regulator.

11. Record Keeping

The school will maintain a Data Protection Complaints Register containing:

- Complaint reference number
- Date received



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- Complainant details
- Nature of complaint
- Actions taken
- Outcome
- Date closed

Records will be retained in accordance with the school's Records Retention Schedule.

12. Confidentiality

All complaints will be handled confidentially and only shared with those who need access to investigate and resolve the matter.

Information gathered during an investigation will be processed in accordance with applicable data protection legislation.

13. Monitoring and Review

The Headteacher and Data Protection Officer will:

- Monitor complaint trends
 - Identify recurring issues
 - Report significant issues to Governors where appropriate
 - Review this procedure annually or sooner if required by changes in legislation or ICO guidance
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Appendix A – Data Protection Complaint Form

Name: _____

Address: _____

Email: _____

Telephone: _____

Nature of Complaint

Please describe your concern regarding the school's handling of personal data:

Outcome Sought

Supporting Documents Attached

- ☐ Yes
☐ No

Signature

Date

Policy Statement

Reepham Church of England Primary School recognises the importance of protecting personal information and is committed to handling all data protection complaints fairly, transparently, and in accordance with the requirements of the UK GDPR, Data Protection Act 2018, and the Data (Use and Access) Act 2025.