

# Sutton Veny CofE Primary School

## Data Protection Complaints Policy

**Together**, through **friendship**, in **peace** and with **courage**, we reach for the stars.  
Colossians 3:12: '**clothe yourselves with compassion, kindness, humility, gentleness and patience.**'

### 1 Policy Statement

- 1.1 Sutton Veny CofE Primary School is committed to protecting the personal data of pupils, parents/carers, staff, and other individuals in accordance with the Data Protection Act 2018, UK GDPR, and the Data Use and Accountability Act (DUAA).
- 1.2 **From 1 June 2026**, all schools are required to have a clear, accessible and robust Data Protection Complaints Policy and Procedure – see appendix 1 for the complaints procedure.
- 1.3 We aim to handle any concerns or complaints relating to personal data promptly, fairly, and transparently.

### 2 Purpose of this Policy

- 2.1 This policy:
  - Sets out how individuals can raise a complaint relating to data protection.
  - Defines how the school will respond, investigate, and resolve complaints.
  - Outlines rights of escalation, including to the Data Protection Officer (DPO) and the Information Commissioner's Office (ICO).
  - Supports the school's obligations under the DUAA to maintain clear accountability and transparency.

### 3 Scope

- 3.1 This policy covers complaints relating to:
  - The collection, use, storage, sharing or disposal of personal data.
  - Subject access requests or other data rights requests.
  - Alleged unlawful processing or improper handling of data.
  - Data breaches or concerns about data security.
  - Failure to follow statutory requirements or internal policies.

*Note: Complaints about **general school matters** are covered by the main School Complaints Policy.*

### 4 Definitions

- **Personal Data:** Any information relating to an identified or identifiable individual.
- **Data Subject:** The individual to whom the personal data relates.
- **Processing:** Any action involving personal data (collection, storage, use, deletion, sharing etc.).
- **DPO:** The Data Protection Officer responsible for overseeing compliance and advising the school.

## 5 Responsibilities

- **Headteacher:** Overall operational responsibility for complaint handling.
- **DPO:** Independent oversight, ensuring compliance, supporting investigations, and acting as an escalation point.
- **All Staff:** Required to report concerns immediately and cooperate with investigations.

## 6 How to Raise a Complaint

6.1 Complaints should be submitted using one of the following:

- By email to: [admin@suttonveny.wilts.sch.uk](mailto:admin@suttonveny.wilts.sch.uk)
- By post to: Sutton Veny CofE Primary School, High Street, Sutton Veny, Warminster, Wiltshire, BA12 7AP, marked "Data Protection Complaint"
- Directly to the DPO: [dpo@jeremyshatford.co.uk](mailto:dpo@jeremyshatford.co.uk)

6.2 Complainants should include:

- Their name and contact details
- Details of the issue
- Relevant dates and supporting information
- What outcome they are seeking

6.3 Anonymous complaints will only be considered where sufficient detail allows investigation.

## 7 Timescales

- **Acknowledgement:** Within 5 school days
- **Full response:** Within 30 school days (may be extended for complex complaints; the complainant will be informed)

## 8 Investigation Process

8.1 The school will:

- Record the complaint
- Assess the nature and severity
- Establish the facts through proportionate investigation
- Consult with the DPO
- Provide a clear written outcome with reasons

8.2 Where a personal data breach is identified, the school will follow its Data Breach Procedure.

## 9 Possible Outcomes

- Confirmation that data was handled correctly
- Recommendations for improvement
- Corrective actions (e.g., updating records, revising processes)
- Formal apology
- Notification to affected individuals (if relevant)
- Notification to the ICO (if required)

## 10 Escalation Routes

10.1 If dissatisfied with the outcome, individuals may escalate to:

1. **The DPO** – Mr Jeremy Shatford [dpo@jeremyshatford.co.uk](mailto:dpo@jeremyshatford.co.uk)
2. **Governing Body / Trust Board** – via the Clerk
3. **Information Commissioner's Office (ICO)**

Website: <https://ico.org.uk/>

Phone: 0303 123 1113

## 11 Monitoring and Review

- All complaints will be logged and monitored.
- An annual report will be provided to the governing body/trust board.
- This policy will be reviewed annually or upon relevant legislative changes.

## 12 Contacts

12.1 If you have any enquires in relation to this policy, please contact the headteacher via the school office ([admin@suttonveny.wilts.sch.uk](mailto:admin@suttonveny.wilts.sch.uk)) who will also act as the contact point for any subject access requests. Alternatively, you can contact our DPO by email [dpo@jeremyshatford.co.uk](mailto:dpo@jeremyshatford.co.uk).

## 13 Document History

<b>Approved by:</b>	DPO and Governing Body	<b>Date:</b> 20 <sup>th</sup> May 2026
<b>Last reviewed on:</b>	New Policy required by <b>1 June 2026</b>	
<b>Next review due:</b>	January 2027	

## Appendix 1

# Sutton Veny CofE Primary School Data Protection Complaints Procedure

### 14 Receiving a Complaint

- Complaint is received via email, post, in person, or via DPO.
- Staff must forward any complaint immediately to the Headteacher and DPO.

### 15 Logging the Complaint

- Record the complaint in the school's Data Protection Complaints Log.
- Note date received, complainant details, nature of complaint, and staff assigned.

### 16 Acknowledgement

- Acknowledge within 5 school days.
- Provide the expected timeline and named contact handling the complaint.

### 17 Initial Assessment

17.1 The Headteacher and/or DPO will:

- Determine if the complaint relates to personal data.
- Identify whether urgent action is required (e.g., if involving a potential data breach).
- Decide whether immediate containment or risk-mitigation steps are necessary.

### 18 Investigation Steps

- Review relevant data systems, records, and policies.
- Interview staff involved, if required.
- Consult technical teams (ICT provider) if systems or security issues are involved.
- Refer to existing school Data Protection Policies.

### 19 Determining an Outcome

19.1 The decision should:

- Address each element of the complaint.
- Confirm whether the school has complied with legislation and school policies.
- Detail corrective actions or improvements.

### 20 Communicating the Outcome

- Provide a written response within 30 school days (or explain any delay).
- Include: findings, decisions, actions taken, right of escalation, and contact details for the DPO and ICO.

## **21 Escalation Handling**

21.1 If the complainant is unhappy:

1. The DPO reviews the case independently.
2. If still unresolved, the matter can be escalated to the governing body/trust board.
3. Final external escalation is to the ICO.

## **22 Recording and Learning**

- All complaints and outcomes must be logged.
- Annual analysis of themes to inform improvements.
- Any systemic failings must be corrected, and staff retrained if necessary.

## **23 Retention**

23.1 Complaint records must be retained according to the school's retention schedule and the principles in its Data Protection Policy