



The King's (The Cathedral) School

Data Protection Complaints Handling Procedure Policy

Responsibility:	Mr O Pengelly
Ratified By:	Governing Body
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This procedure shall be followed by employees responsible for handling complaints made under the UK General Data Protection Regulation 2016 (the UK GDPR) and the Data Protection Act 2018. It supports the School's Data Protection Policy, which should be read alongside this.

Queries about this procedure should be addressed to the School's Data Protection Officer - Firebird Data Protection Consultancy – via email at dpo@firebirdltd.co.uk

1 Introduction

This procedure sets out how our School manages and resolves complaints relating to data protection matters. It ensures that all concerns are handled promptly, fairly, and transparently, in accordance with the UK data protection laws.

2 Scope

This procedure applies to all data subjects whose personal information our school processes as a Data Controller, including but not limited to pupils, students, employees, governors, Trustees, contractors, job applicants and those who make enquiries to our school.

This procedure does not cover general customer service or contractual disputes unless these directly relate to the handling of personal data.

3 Submitting a Complaint

Data subjects can raise a complaint by completing the Data Protection Complaint Form (See Appendix A), by emailing their concerns to dpo@kings.peterborough.sch.uk or by writing to us at The King's (The Cathedral) School, Park Road, Peterborough, PE1 2UE.

Complaints may be made verbally or in writing. Where a verbal complaint is received (for example, during a call or in person), the staff member handling the matter shall document the details in writing and confirm them with the complainant for accuracy.

Our School will make reasonable adjustments for individuals who need additional support to submit a complaint.

4 Logging and Acknowledgement

A written acknowledgment shall be issued by the School's Data Protection SLT link within 5 working days or 30 calendar days, whichever is sooner, from the day after receipt of the complaint, confirming receipt of the complaint and outlining the next steps. The acknowledgment will include:

- The name and contact details of the person handling the complaint.
- An estimated timeframe for the investigation and response.

All complaints shall be recorded in the school's Data Protection Requests and Complaints Log.

Where a complaint is incomplete, unclear or the identity of the complainant has not been verified, the complaint handler may request further information before progressing with the investigation.

5 Investigating Complaints

The investigation will be conducted by the Data Protection SLT link or a designated senior leader who was not directly involved in the issue being complained about, seeking advice from the School's Data Protection Officer.

The investigation will involve:

- Reviewing all relevant records, correspondence, and evidence.
- Consulting any staff members or Data Processors involved.
- Assessing whether the School has complied with data protection legislation and internal procedures

6 Responding to Complaints

The School will provide a written response to the complaint without undue delay, and where possible, within 30 days of receiving the complaint (subject to all the necessary information being provided by the complainant).

The response will:

- Summarise the complaint and provide clear findings.
- Explain whether the complaint has been upheld, partially upheld, or not upheld.
- Set out any corrective actions taken or planned.
- Provide information about the complainant's right to escalate their concern to the Information Commissioner if they remain dissatisfied.

Where an investigation is complex and cannot reasonably be completed within 30 days, the complainant shall be informed as soon as possible and provided with an expected response date.

7 Outcomes and Resolution

When responding to complaints, possible outcomes include (but are not limited to):

- An explanation or clarification of our School's data handling practices.
- Correction, deletion, or restriction of personal data.
- An apology to the complainant.
- Review or amendment of internal procedures or training.

Our School aims to resolve all complaints and, where appropriate, to use the findings to improve its data handling practices.

8 Record Keeping

All complaints and their outcomes shall be recorded on a Complaints Log and a file retained regarding the decision making.

Records should include:

- Details of the complaint.
- The date the complaint was received/accepted and acknowledged.
- Investigation notes and correspondence.
- The final response and any remedial actions.

Records shall be retained securely for the current academic year plus 6 years in accordance with our School's Record Retention Policy.

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

If the complainant is dissatisfied with the outcome of their complaint, they have the right to escalate the matter to the Information Commissioner's Office (ICO).

Contact Details:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Website: www.ico.org.uk/concerns

Email: casework@ico.org.uk

Telephone: 0303 123 1113

Complainants also have the right to pursue their complaint through the courts.

10 Data Protection Complaints Form

You can use this form to raise a concern about how we have handled your personal data or responded to a data protection request (for example, a request to access, correct, or delete your data). You can also raise your concern by emailing us at dpo@kings.peterborough.sch.uk or sending a letter to us at The King's (The Cathedral) School, Park Road, Peterborough, PE1 2UE.

We take privacy concerns seriously and will investigate all complaints fully, in line with our responsibilities under the UK data protection laws. For information about how we handle personal data, please see our [Privacy Notice](#).

Data Protection Complaints Form

1. Your Details

Full Name:

Email Address:

Telephone Number (optional):

Postal Address (optional):

This information helps us verify your identity and contact you about your complaint.

2. Details of Your Concern

Please describe your concern:

(Include as much detail as possible, e.g. what happened, when it happened, and how you believe your data protection rights have been affected)

- **Which of your rights do you believe may have been impacted?**

- ☐ Right to access your data
- ☐ Right to rectification
- ☐ Right to erasure
- ☐ Right to restriction
- ☐ Right to object
- ☐ Right to data portability
- ☐ Other (please specify):

- **Have you previously contacted us about this issue?**

☐ Yes ☐ No

If yes, please provide any reference number, contact person, or date of communication.

3. Supporting Information

Please include any relevant documents (optional) and list the documents included below:

(For example, copies of previous correspondence, responses, or reference numbers.)

4. Desired Outcome

What outcome would you like to see?

(For example, an explanation, a correction to your data, an apology, or an assurance that changes will be made.)

5. What Happens Next

We will acknowledge receipt of your complaint within five working days and aim to provide a full response within 30 days of acknowledgement. If our investigation is going to take longer, we will notify you of this and shall provide the outcome of your complaint without undue delay.

If you are not satisfied with our response to your complaint, you may contact the Information Commissioner's Office (ICO) for advice or to raise your concern via <https://ico.org.uk/make-a-complaint/>. Telephone: 0303 123 1113. You can also pursue this through the courts.

6. Declaration

☐ I understand that the personal information I have included on this form will be processed by you and may be shared with relevant third parties, to investigate and respond to my complaint.

Signature / Name:

Date: