



Love Care Respect

*To aspire to being outstanding in everything we
do, by always aiming higher.*

"Let your light shine in all you say and do."

Matthew 5:16

Data Protection Complaints Policy and Procedure

1 Policy Statement

- 1.1 Wylve Valley 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.
- 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.
- **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.

5 How to Raise a Complaint

- 5.1 Complaints should be submitted using one of the following:
 - By email to: head@wylvevalley.wilts.sch.uk
 - By post to: Wylve Valley School, Cherry Orchard, Codford, BA12 0PN, marked "Data Protection Complaint"
 - Directly to the DPO: dpo@jeremyshatford.co.uk
- 5.2 Complainants should include:
 - Their name and contact details
 - Details of the issue
 - Relevant dates and supporting information
 - What outcome they are seeking

5.3 Anonymous complaints will be considered where sufficient detail allows investigation.

6 Timescales

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

7 Investigation Process

7.1 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

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

8 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)

9 Escalation Routes

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

1. **The DPO** – Mr Jeremy Shatford dpo@jeremysatford.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

10 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.

Data Protection Complaints Procedure

(Operational workflow for staff)

1 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.

2 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.

3 Acknowledgement

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

4 Initial Assessment

4.1 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.

5 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.

6 Determining an Outcome

6.1 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.

7 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.

8 Escalation Handling

8.1 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.

- **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.

9 Retention

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