



## Data Complaints Policy

### 1. Purpose

Bedford Greenacre School is committed to handling complaints relating to personal data fairly, lawfully, and transparently. This policy sets out how individuals can raise concerns about the school's handling of personal data and how such complaints will be managed.

The policy ensures that:

- Complaints are acknowledged within 30 days.
- Appropriate steps are taken to investigate complaints without undue delay.
- Outcomes are communicated promptly and clearly to the complainant.

### 2. Scope

This policy applies to complaints about how Bedford Greenacre School collects, uses, stores, shares, or otherwise processes personal data relating to:

- Pupils
- Parents and carers
- Staff
- Governors
- Volunteers
- Contractors or other individuals

### 3. Definitions

- Personal data: Any information relating to an identified or identifiable individual.
- Data complaint: A concern or dissatisfaction about the school's handling of personal data.
- Complainant: The individual raising the data complaint.

### 4. Principles

The school will handle all data complaints in line with the following principles:

- Fairness and transparency
- Confidentiality and respect
- Timeliness and proportionality
- Learning and continuous improvement

## 5. How to Make a Data Complaint

Complaints must be submitted using the Data Complaints Proforma (see Section 10) and sent to:

Mrs S Diffey  
Data Protection Officer  
Bedford Greenacre School  
Manton Lane, Bedford, MK41 7FZ  
[hello@bedfordgreenacre.co.uk](mailto:hello@bedfordgreenacre.co.uk)

Complaints may be submitted electronically or in hard copy.

## 6. Acknowledgement of Complaints

- All data complaints will be formally acknowledged within 30 calendar days of receipt.
- The acknowledgement will confirm receipt, outline the next steps, and provide a named contact.

## 7. Investigation Process

The school will:

- Review the details provided in the complaint.
- Identify the relevant data processing activity.
- Gather evidence from appropriate staff, systems, and records.
- Take appropriate steps to investigate the complaint without undue delay.
- Where necessary, seek advice from the school's Data Protection Officer or external advisers.

## 8. Outcome and Response

Once the investigation is complete, the school will communicate the outcome promptly in writing.

- The response will include: A summary of the complaint
- Findings of the investigation
- Any action taken or proposed
- Information on escalation routes, if the complainant remains dissatisfied

## 9. Escalation

If the complainant is not satisfied with the outcome, they may:

- Request an internal review by the Principal or Chair of Governors, or
- Escalate their concern to the Information Commissioner's Office (ICO).
- ICO contact details will be provided in the final response.

## **10. Record Keeping**

- All data complaints and outcomes will be logged securely.
- Records will be retained in line with the school's records management and retention schedule.
- Themes and learning points will be reviewed to improve practice.

## **Data Complaints Proforma**

Bedford Greenacre School – Data Complaints Form

### **1. Complainant Details**

Full name:

Relationship to the school (e.g. parent, pupil, staff member):

Address:

Email address:

Telephone number:

### **2. Details of the Data Complaint**

Please describe your concern about how your personal data has been handled:

### **3. Type of Data Involved (if known)**

- Pupil data
- Staff data
- Parent/carer data
- Special category data
- Other (please specify):

#### **4. Date(s) and Location(s)**

Date(s) the issue occurred or was identified:

Where the issue occurred (if applicable):

#### **5. Desired Outcome**

What outcome are you seeking?

#### **6. Supporting Information**

Please provide any supporting documents or additional details:

#### **7. Declaration**

I confirm that the information provided is accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### **For School Use Only**

Date received:

Date acknowledged (within 30 days):

Investigating officer:

Outcome communicated on:

Actions taken: