

Data Complaints

This policy also applies at our Nursery Provision

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

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

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.

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

How to Make a Data Complaint

Complaints must be submitted using the Data Complaints Proforma (see Appendix 1) and sent to:

Mrs S Diffey
Data Protection Officer
Bedford Greenacre Independent School
Manton Lane, Bedford, MK417FZ
hello@bedfordgreenacre.co.uk

Complaints may be submitted electronically or in hard copy.

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.

Stage	Typical Timescale
Acknowledgement	Within 5 working days (well inside the legal 30-day limit)
Investigation commenced	Immediately following acknowledgement
Progress update (if required)	Within 20 working days
Final response	Within 1 calendar month where possible
Complex cases	Up to 2–3 months with updates explaining the delay

The School will acknowledge receipt of a data complaint within five working days and will aim to provide a written outcome within one calendar month. Where additional time is required due to the complexity of the matter, the complainant will be kept informed of progress and provided with a revised timescale

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.

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

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.



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.

Bedford Greenacre School will make reasonable adjustments to support any individual who requires assistance in making or pursuing a data complaint. Complaints may be submitted in alternative formats or through alternative methods where appropriate.

This policy reads alongside the School's Data Protection Policy, Privacy Notices, Data Subject Rights Procedure, Data Breach Response Procedure, Records Retention Policy and Complaints Policy.



Appendix 1

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/carers 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:

