

Fiskerton CE Primary School



Data Protection Complaints Policy 2026-2027

Belonging, learning and flourishing together in God's love.

Rooted in God's love and inspired by St Clement's call to live in harmony, we are an inclusive and caring church school where every child and adult is known, valued and nurtured. We work as a united team to create a strong sense of belonging and to inspire a love of learning and academic success. Through perseverance, encouragement and high aspiration, we empower everyone to flourish and to strive to be the very best we can be in all aspects of life and learning.

'Encourage one another and build each other up'

(1 Thessalonians 5:11)

Love
Compassion

Community
Respect

Self-Belief
Hope

This policy is written in accordance with the UK GDPR, Data Protection Act 2018 and the Data (Use and Access) Act 2025

Responsible Officer: Headteacher (Mrs Bradbury)

Data Protection Officer (DPO): Judy Carter judycarter1911@gmail.com

1. Purpose

Fiskerton Church of England Primary School is committed to protecting the privacy and personal data of pupils, parents, carers, staff, governors, volunteers and visitors.

This procedure explains how individuals can make a complaint about the school's handling of personal data and how the school will investigate and respond to such complaints.

This procedure has been developed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data (Use and Access) Act 2025 (DUAA)
- Information Commissioner's Office (ICO) guidance on handling data protection complaints

2. Scope

This procedure applies to complaints relating to:

- Collection of personal information
- Use of personal information
- Sharing or disclosure of personal information
- Accuracy of personal information
- Retention of personal information
- Security of personal information
- Subject Access Requests (SARs)
- Individual rights under UK GDPR
- CCTV and surveillance data
- Any alleged breach of data protection legislation by the school

This procedure does not replace the school's:

- General Complaints Procedure
- Staff Grievance Procedure
- Whistleblowing Procedure
- Safeguarding Procedures

However, where a complaint concerns personal data, this procedure will take precedence.

3. Who Can Make a Complaint?

A complaint may be made by:

- Pupils
- Parents and carers
- Former pupils
- Members of staff
- Former staff members
- Governors
- Volunteers
- Contractors
- Visitors
- Any individual whose personal data is processed by the school

Complaints may also be submitted through an authorised representative acting on behalf of the individual.

4. How to Make a Complaint

Complaints may be submitted:

By Email

Email: enquiries@Fiskerton.lincs.sch.uk

By Post:

Headteacher
Fiskerton Church of England Primary School
Ferry Road
Fiskerton
Lincolnshire
LN2 4DP

Data Protection Officer:

Judy Carter Email: judycarter1911@gmail.com

In Person Complaints may be made verbally to a member of staff, who will record the complaint and ensure it is forwarded to the appropriate officer.

Individuals should provide:

- Name and contact details
- Details of the concern
- Relevant dates
- Copies of any supporting evidence
- The outcome sought

The school will make reasonable adjustments to assist anyone who requires support in making a complaint.

5. Acknowledgement of Complaints

In accordance with the Data (Use and Access) Act 2025:

The school will:

- Acknowledge receipt of a data protection complaint within 30 calendar days
- Provide the name and contact details of the person handling the complaint
- Explain the next steps in the investigation process

Where possible, the school aims to acknowledge complaints within five working days.

6. Investigation Process Upon receipt of a complaint, the school will:

1. Record the complaint in the Data Protection Complaints Register.
2. Assess the nature and seriousness of the concern.
3. Gather relevant evidence and documentation.
4. Consult appropriate staff members.
5. Seek advice from the school's Data Protection Officer where required.

6. Determine whether there has been:
- o A breach of data protection legislation;
 - o A procedural failure; or
 - o No breach.

The school may contact the complainant for additional information if necessary.

7. Keeping Complainants Informed

The school will keep complainants informed about the progress of their complaint.

Where an investigation is likely to take longer than expected, the school will provide updates and explain the reasons for any delay.

8. Outcome of the Complaint

The school will provide a written response without undue delay.

The response will include:

- A summary of the complaint
- Findings of the investigation
- Any action taken or proposed
- Information about any rights of review or escalation

Where appropriate, the school may:

- Correct inaccurate records
- Improve procedures
- Provide additional staff training
- Restrict or cease certain processing activities
- Apologise for errors
- Report a personal data breach where legally required

9. Complaints Found to Be Unfounded

Where the investigation finds that the school has complied with its legal obligations, the response will explain:

- The reasons for the decision
- The evidence considered
- The individual's right to complain to the Information Commissioner's Office (ICO)

10. Escalation to the Information Commissioner's Office

If the complainant remains dissatisfied after receiving the school's final response, they may contact the Information Commissioner's Office.

Information Commissioner's Office (ICO)

Information Commissioner's Office (ICO) Telephone: 0303 123 1113

The ICO generally expects individuals to give organisations an opportunity to resolve data protection concerns before contacting the regulator.

11. Record Keeping

The school will maintain a Data Protection Complaints Register containing:

- Complaint reference number
- Date received
- Complainant details
- Nature of complaint
- Actions taken
- Outcome
- Date closed

Records will be retained in accordance with the school's Records Retention Schedule.

12. Confidentiality

All complaints will be handled confidentially and only shared with those who need access to investigate and resolve the matter.

Information gathered during an investigation will be processed in accordance with applicable data protection legislation.

13. Monitoring and Review

The Headteacher and Data Protection Officer will:

- Monitor complaint trends
- Identify recurring issues
- Report significant issues to Governors where appropriate

- Review this procedure annually or sooner if required by changes in legislation or ICO guidance

Approved by: 

Sally Reeve, Chair of Governors



Christina Bradbury, Headteacher

Approved on: 07.07.26

Next review due by: July 2026

Appendix A – Data Protection Complaint Form

DATA PROTECTION COMPLAINTS FORM

In accordance with Section 103 of the Data (Use and Access) Act 2025, all data controllers are required to facilitate the making of data protection related complaints by providing a complaint form to data subjects which can be completed electronically and by other means. If you consider that there has been an infringement of the UK GDPR or you have any concerns regarding how your personal data is being processed by Fiskerton CE Primary School please complete this form. We will acknowledge receipt of your complaint within 30 calendar days from the date of receipt, and will investigate and respond without undue delay, in line with the requirements of the Act.

Section 1: Complainant Details

Full name:

Email address:

Phone number:

Relationship to organisation: (e.g. staff, student, parent, professional, visitor, governor / trustee)
.....

Data subject to which the complaint relates (e.g. my child / me)

Section 2: Nature of Complaint

Data of Incident (if applicable):

Service area involved (if known):

Type of Data Processing Concern (tick all that apply):

Unlawful data sharing.....

Inaccurate data held

Suspected data breach (including suspected loss of/inappropriate access to personal data)
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Failure to respond to a Data Subject Rights request.....

Excessive data collection.....

Other (please specify):
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☐☐☐☐☐

Details of complaint (please describe the issue clearly, including any relevant dates, communications or individuals involved):

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Section 3: Supporting Evidence

I have attached relevant documents / emails / screenshots

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There are no relevant documents / evidence to attach

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Section 4: Desired Outcome

What resolution are you seeking? (e.g. correction of data, explanation, apology, assurance of future compliance)

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Section 5: Identification and Supporting Documents

Please provide two supporting documents to confirm your identity (such as passport / driving licence and recent utility bill). If you are requesting information on behalf of someone else, please provide a supporting document to confirm your entitlement to their personal data (for example birth certificate or other proof of parental responsibility or, for solicitors, specific written consent from the data subject or their carer). Please be informed that, in circumstances where the data subject is considered to have capacity, we may seek their consent / opinion prior to processing your complaint.

Section 6: Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge and that where I act on behalf of another individual, I have entitlement to do so.

Signature:

Date:

For internal use only:

Date received:

Reference number:

Action taken:

Date of acknowledgement:

Relevant ID / Proof of representation received?.....

Date of final response to complainant:

Complaint upheld?: