

# DATA PROTECTION COMPLAINTS PROCESS



This Policy is reviewed by the Trust Board upon either a change in legislation, by request of Local Governing Committees within our schools, or as directed by the Trust's Data Protection Officer.

**Drafted by:** Ellena Skoulding

**Version Number:** V1

**Signed**

A handwritten signature in blue ink, appearing to read "Ruth Slater", is written over a faint, light blue rectangular stamp.

**Chair of Trustees:** Ruth Slater

**Trust Address:** Halifax Primary School  
Prince of Wales Drive  
Ipswich  
IP2 8PY

**Registered in England and Wales, Company Number:** 10650092

*WHERE LEARNING IS UNSTOPPABLE AND ASPIRATIONS HAVE NO LIMITS*

## Data Protection complaints process

At Orwell Multi Academy Trust, we take your privacy seriously. If you are concerned about how we have used your or your child's personal information, we want to put things right as quickly as possible.

We handle personal data in line with the [UK General Data Protection Regulation \(UK GDPR\)](#) and the [Data Protection Act 2018](#).

### What can I complain about?

You can contact us if you are concerned about:

- The information we hold about you or your child
- Incorrect or outdated information
- How information has been shared
- Delays in responding to a data request
- Use of photographs, video, or CCTV.

### How to make a complaint

Please contact our Data Protection Lead (DPL):

|                                                                                              |                                                                              |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Philippa Price<br><a href="mailto:office@omat.org.uk">office@omat.org.uk</a><br>01473 684922 | Orwell Multi Academy Trust<br>64 Prince of Wales Drive<br>Ipswich<br>IP2 8PY |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|

Please include:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or documents

### Acknowledgement

We will aim to acknowledge receipt of the complaint within 5 school working days. The acknowledgement will include next steps and expected timescale for response.

### Investigation

The school will:

1. Record the complaint in the Data Protection Complaints Log
2. Review relevant policies, procedures, and records
3. Speak to relevant staff members as appropriate
4. Assess whether data protection law has been breached
5. Identify any necessary remedial actions

Records of data protection complaints, including investigation notes and outcomes, will be retained in accordance with the Trust's Records Management and Retention Policy.

### Outcomes

Following investigation, the school may:

- Provide clarification or explanation
- Correct inaccurate records
- Restrict or erase data where legally appropriate
- Review or amend internal procedures
- Provide staff training
- Take disciplinary action where necessary

We aim to provide a written response within one calendar month, in line with statutory timeframes. If additional time is required due to complexity, we will inform you and explain why.

### **Not satisfied?**

If you are unhappy with our response, you can contact the UK's data protection regulator:

[Information Commissioner's Office](https://ico.org.uk/) (ICO)

Website: [www.ico.org.uk](https://www.ico.org.uk)

Helpline: 0303 123 1113

The ICO expects individuals to give the school an opportunity to resolve the complaint before contacting them.

### **Confidentiality**

All complaints will be handled confidentially and in accordance with safeguarding requirements.