



Uffington Church of England Primary School

Data Protection and Complaints Procedure

Approved by:	The Governing Body
Last reviewed on:	July 2026
Next review due by:	September 2027

Purpose

Uffington Church of England Primary School takes all concerns relating to the collection, use, storage and sharing of personal information seriously.

This procedure explains how individuals can raise concerns about the school's processing of personal data and how such complaints will be handled.

This procedure should be read alongside the school's Data Protection Policy, Privacy Notices and Complaints Policy.

Scope

This procedure applies to complaints relating to:

- The collection of personal information
- The accuracy of personal information held by the school
- The use, sharing or disclosure of personal information
- The retention or deletion of personal information
- Access to personal information
- Information rights requests
- Data breaches or suspected data breaches
- Any other concerns regarding the school's compliance with data protection legislation

This procedure applies to complaints made by pupils, parents, carers, staff, governors, volunteers and members of the public.

Raising a complaint

Anyone who has concerns about how the school handles personal information should raise the matter as soon as possible.

Complaints should be submitted in writing where possible and should include:

- The nature of the concern or complaint
- Relevant dates and details
- Any supporting evidence
- The outcome sought

Complaints should be directed to:

Data Protection Officer – School Governor

Uffington Church of England Primary School

School Lane, Uffington, Stamford, PE9 4SU

Where the complaint relates to the Headteacher, the complaint should be directed to the Chair of Governors.

Acknowledgement

The school will acknowledge receipt of a data protection complaint within 30 calendar days of receiving it.

The acknowledgement will:

- Confirm that the complaint has been received
- Outline the next steps in the process
- Identify the person responsible for investigating the complaint
- Provide an indicative timescale for a response where possible

Investigation

The school will investigate all data protection complaints fairly and proportionately.

The investigation may include:

- Reviewing relevant records and documentation
- Speaking with staff members involved
- Seeking advice from the school's Data Protection Officer where appropriate
- Considering relevant legislation and guidance
- Requesting additional information from the complainant if required

The school will make appropriate enquiries based on the circumstances of the complaint and will keep the complainant informed of progress where investigations are likely to take an extended period.

The school may seek advice from its traded Data Protection Officer service before reaching a decision.

Outcome

Following the investigation, the school will provide a written response without undue delay.

The response will normally include:

- A summary of the complaint
- The findings of the investigation
- Any actions taken or proposed
- The reasons for the decision reached
- Information about further routes of complaint

Where the complaint is upheld, the school will take appropriate action to address the issue and reduce the likelihood of recurrence.

Escalation

If the complainant remains dissatisfied after receiving the school's response, they may raise their concerns with the Information Commissioner's Office (ICO).

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

The ICO normally expects concerns to be raised with the organisation concerned before a complaint is made directly to them.

Record keeping

The school will maintain a confidential record of all data protection complaints and their outcomes.

Records will include:

- The nature of the complaint
- Key correspondence

- Investigation findings
- Actions taken
- Final outcomes

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

Review

This procedure will be reviewed annually or sooner if there are significant changes to legislation, guidance or school practice.