



Inter-School

Data Protection Complaints Policy

School of Christ the King
Hartcliffe Rd
Bristol
BS4 1HD

St Bernadette RC Primary
Gladstone Road
Bristol
BS14 9LP

Holy Cross RC Primary School
Dean Lane
Bristol
BS3 1DB

Please note that any reference to "School" refers to all the schools above.
This policy has been ratified by the Governing body of all 3 schools on the date noted below.

Review Date: July 2026

Next Review Date: July 2027

Statutory policy - Annual Review

Source of policy: ICO

History:2026

Amendments/updates

1. Introduction and Purpose

The schools are committed to protecting the privacy and security of personal data. They aim to handle all personal data in accordance with data protection legislation.

This policy outlines our procedures for handling complaints regarding how we collect, store, use, or share personal data. It ensures a fair, transparent, and legal process for addressing data protection grievances.

2. Scope

This policy applies to complaints raised by pupils, parents, carers, staff, governors, and members of the public. It covers concerns relating to:

- **Data Subject Rights:** Delays or failures in handling Subject Access Requests (SARs) or requests to rectify, erase, or restrict data.
- **Data Misuse:** Unauthorised sharing, loss, or inappropriate use of personal data.
- **Data Accuracy & Retention:** Keeping inaccurate records or retaining data longer than necessary.
- **Lawfulness:** Collecting data without a valid legal basis.

3. Roles and Responsibilities

- **Data Protection Officer (DPO):** Responsible for overseeing compliance, investigating complaints, and providing expert advice.
- **Data Protection Lead (DPL) / Headteacher:** Responsible for day-to-day policy implementation and ensuring resolutions are actioned.
- **Governing Body:** Responsible for monitoring complaints and handling Stage 2 appeals.

4. How to Make a Complaint

Complaints can be submitted by anyone affected by our data processing activities, or by an authorised representative acting on their behalf. Please see the **Data Protection Complaint Form, Appendix 1**.

- **Electronic Submission:** via email to dpo@holycross.bristol.sch.uk
- **Alternative Methods:** Written letters addressed to the Data Protection Lead and delivered to the school office.

4.1 Identity Verification

To protect the privacy of our pupils and staff, the school must verify the identity of the complainant before sharing any information or investigating details.

- Complainants may be asked to provide photo ID (e.g., passport or driving licence).
- If acting on behalf of a child, the school will assess the child's competency and any safeguarding contexts before disclosing information to a parent or representative.

5. The Complaints Process

Stage 1: Formal Investigation

1. **Acknowledgement:** The school will formally acknowledge the complaint within **30 days** of receipt.
2. **Investigation:** The DPO (or DPL) will conduct an internal review of the relevant systems, policies, and staff actions.
3. **Outcome:** The school will provide a full written response detailing the findings and any remedial actions. This will be issued without **undue delay** following the completion of the investigation.

Stage 2: Internal Appeal

If the complainant is unsatisfied with the Stage 1 outcome, they can appeal the decision within **14 days** of receiving the response.

- The appeal must be submitted in writing to the **[Headteacher / Chair of Governors]**.
- A panel or designated senior leader who was not involved in Stage 1 will review the case.
- A final school-level response will be issued within **30 days** of receiving the appeal.

6. Escalation to the Information Commissioner's Office (ICO)

Complainants have the right to lodge a complaint with the UK's independent data protection regulator. However, under Section 164A of the Data Protection Act 2018, the school must be given the opportunity to resolve the complaint first.

If the internal processes (Stage 1 and Stage 2) are exhausted and the issue remains unresolved, the complainant can contact the ICO:

- **Website:** ico.org.uk
- **Helpline:** 0303 123 1113

7. Policy Review

This policy is reviewed annually by the DPO and the Governing Body to ensure alignment with statutory guidance and legal updates.

Privacy Notice Disclaimer

How we use your personal data:

The school is the data controller for the personal information provided on this form. The information you provide will be processed strictly for the purposes of investigating, resolving, and logging your data protection complaint, in accordance with our legal obligations under Section 164A of the Data Protection Act 2018 and the Data Protection (Use and Access) Act.

Sharing and Retention:

We will only share this information internally with staff directly involved in the investigation, such as the Data Protection Officer (DPO), Headteacher, and Governing Body. Your data will not be shared with external

third parties unless required by law or if you choose to escalate your complaint to the Information Commissioner's Office (ICO). The form and all associated correspondence will be retained securely in our confidential complaints log for a period of 6 years following the resolution of the complaint, after which it will be securely destroyed.

For more details on your data rights and how we protect your information, please view our full **School Privacy Notice** on our website -

Appendix 1: Data Protection Complaint Form

Please use this form to submit a formal complaint regarding how the school handles personal data. Once completed, please email this form to dpo@holycross.bristol.sch.uk or hand a physical copy in to the relevant school's office.

1. Complainant Details

- **Full Name:** _____
- **Address:** _____
- **Phone Number:** _____
- **Email Address:** _____
- **Relationship to the School:**
 - ☐ Parent / Carer
 - ☐ Current / Former Pupil
 - ☐ Staff Member
 - ☐ Governor
 - ☐ Other (please specify): _____

2. Submitting on Behalf of Someone Else?

Are you filling this out on behalf of a child or another individual?

- ☐ No (Skip to Section 3)
- ☐ Yes

- **Data Subject's Full Name:** _____
- **Your Relationship to Them:** _____
- *Note: The school may require explicit consent or a competency assessment before proceeding to protect the data subject's privacy.*

3. Details of the Complaint

Please select the category that best describes your concern:

- ☐ Delay or failure regarding a Subject Access Request (SAR)
- ☐ Inaccurate or incorrect personal records
- ☐ Unauthorised sharing or disclosure of personal data
- ☐ Loss or insecure handling of personal data

☐ Excessive retention (data kept longer than necessary)

☐ Other (please specify below)

Please describe your complaint in detail. *(Include dates, specific incidents, names of staff involved, and any communication you have already had regarding this issue):*

4. Desired Outcome

What action would you like the school to take to resolve your complaint?

5. Identity Verification

To protect personal data, we must confirm your identity before we can investigate. Please tick **one** option below and provide a copy with this form:

☐ Passport

☐ Driving Licence

☐ Utility Bill (issued within the last 3 months)

☐ Other official ID agreed with the school

6. Declaration

By signing below, I certify that the information provided is correct and that I am the data subject (or am legally authorised to act on their behalf).

- **Signature:** _____
- **Date:** _____

For School Office Use Only

- **Date Received:** _____
- **Received By:** _____
- **Identity Verified?** ☐ Yes ☐ No (Method: _____)
- **DPO / DPL Notified Date:** _____
- **Statutory 30-Day Acknowledgement Deadline:** _____