



Policy Name	DATA PROTECTION COMPLAINTS INCLUDING COMPLAINTS FORM
Relevant To	Federation ☒ Bidwell Brook Only ☐ Ellen Tinkham Only ☐
Policy Type	Model ☒ School ☐
Name of Holder	Christine Walker
Subject/Department	Data Protection
Approved By	Full Governing Body ☐ CBT Governors ☒ T&L Governors ☐ SLT ☐
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Date of Next Review	Autumn Term 2027

HOW TO RAISE A CONCERN ABOUT HOW WE USE PERSONAL DATA

We take privacy and data protection seriously and are committed to handling personal information lawfully, fairly and transparently. We hope you will always be happy with the way we handle your data but if we have not met your expectations, please let us know so we can put things right. Please contact Nikki Burroughs, Executive Head via nikki.burroughs@learntolivefederation.co.uk in the first instance.

If you wish to raise a Data Protection Complaint with us, the procedure below explains how we will handle such concerns.

What is a Data Protection Complaint?

A data protection complaint is any concern or dissatisfaction about how the school has collected, used, shared, stored or otherwise handled personal information.

For example, this might include concerns about:

- How we have responded to a subject access request
- How personal data has been shared
- The accuracy of personal information held
- Data security or a suspected data breach
- How privacy information has been provided

How to make a Data Protection Complaint

You can raise a data protection complaint **in any way that is convenient for you**. This may include:

- Completing our bespoke Data Protection Complaints Form found on page 5 of this policy (recommended)
- Writing and email or letter
- Phoning the school
- Speaking to a member of staff (who will ensure it is passed to the appropriate person)

If your concern relates to personal data, it will be handled under this data protection complaints process even if it is raised through another channel, although we will need to confirm your identity first by requesting relevant proof of identification such as a birth certificate, passport or driving licence. If your complaint relates to the personal data of a child, we will also ask you to confirm proof of parental responsibility.

In accordance with [Section 103](#) of the [Data \(Use and Access\) Act 2025](#), the Learn to Live Federation (the “data controller”) is 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. This form can be found on page 5 of this policy.

YOU DO NOT NEED TO MENTION DATA PROTECTION LAW OR USE SPECIFIC LEGAL TERMS FOR YOUR CONCERN TO BE TREATED AS A DATA PROTECTION COMPLAINT. IT IS ALSO NOT NECESSARY TO REFER TO ARTIFICIAL INTELLIGENCE (AI) TO HELP YOU WRITE YOUR COMPLAINT.

What Happens Next?

When we receive a data protection complaint, we will:

1. Acknowledge your complaint

We will acknowledge receipt **within 30 days** of receiving your complaint.

2. Investigate the issue

We will take appropriate steps to investigate your concern **without undue delay**. This may include:

- Reviewing relevant records or systems
- Speaking to staff involved
- Making enquiries where needed

We may contact you if we need clarification to help us fully understand the issue.

3. Keep you informed

Where appropriate, we will keep you updated on progress while we are investigating.

4. Provide an outcome

Once the matter has been concluded, we will inform you of the outcome **without undue delay**, explaining:

- What we have found
- Any action taken or proposed
- Our reasoning for the decision

If you are Not Satisfied with our Response

We always aim to resolve concerns openly and fairly. If you are unhappy with how your data protection complaint has been handled, you can raise the matter with the Information Commissioner's Office (ICO), which is the UK regulator for data protection.

The ICO expects people to raise concerns with the organisation first, as this often leads to quicker resolution.

Information about how to contact the ICO is available on their website: <https://ico.org.uk/make-a-complaint/>

Our Commitment

We are committed to:

- Handling data protection complaints fairly, consistently and transparently
- Making our complaints process easy to access
- Learning from concerns raised to improve our data protection practices

Contact Details

If you wish to make a data protection complaint or have questions about how we handle personal data, please contact:

Nikki Burroughs, Executive Head

nikki.burroughs@learntolivefederation.co.uk

Bidwell Brook School tel 01803 864120 / Ellen Tinkham School tel 01392 467168

COMPLAINANT DETAILS		
Full Name		
Email Address		
Phone Number		
Relationship to Organisation (eg staff, student, parent, professional, visitor, Governor)		
Data subject to which the complaint relates (eg my child / myself)		
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 loss of / inappropriate access to personal data)	☐
	Failure to respond to a Data Subject Access Request	☐
	Excessive data collection	☐
	Other (please specify)	
Details of complaint (please describe the issue clearly, including any relevant dates, communications or individuals involved): 		
SUPPORTING EVIDENCE		
I have attached relevant documents / emails / screenshots..... ☐		

There are no relevant documents / evidence to attach ☐

DESIRED OUTCOME

What resolution are you seeking? *(eg correction of data, explanation, apology, assurance of future compliance)*:

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

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

Signed

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 complaint

Complaint upheld?

Yes ☐ No ☐