

Data Protection Complaints Procedure

1. Applicability to Organisation

This procedure applies to: Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School.

This procedure applies to all personal data processed by or on behalf of Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School including information relating to pupils, employees, governors, contractors, and members of the public.

2. Scope and Purpose

This procedure sets out the process for individuals to raise complaints relating to how the school collects, uses, stores, or otherwise processes their personal data.

This procedure ensures that concerns about the handling of personal data are addressed fairly, transparently and in accordance with the requirements of the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

This procedure also ensures that individuals have access to a clear internal complaints process before escalating concerns to the Information Commissioner (ICO).

3. Approach

Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School is committed to protecting personal data and ensuring that all processing activities are carried out lawfully, fairly and transparently.

If an individual believes that the school has not complied with data protection law or has mishandled their personal information, they have the right to make a complaint.

Complaints may relate to issues such as:

- The collection or use of personal data
- Inaccuracies in personal information
- Failure to respond appropriately to a data subject rights request
- Inappropriate disclosure of personal data
- Concerns about how personal information is stored or retained
- Failure to comply with the school's data protection policies

All data protection complaints will be handled in a timely and transparent manner by the Data Protection Officer (DPO) or an appropriate delegated officer.

4. Who Can Make a Complaint

A data protection complaint can be made by:

- Parents, carers or guardians
- Employees or former employees
- Governors
- Contractors or suppliers
- Members of the public

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

5. How to Submit a Complaint

Complaints relating to data protection should be submitted in writing wherever possible and can be submitted to: IG@Connetix.co.uk or by contacting the School office.

If a complaint is made verbally, the school may request that it is confirmed in writing such that it can be properly recorded and investigated.

To assist the investigation, complainants should include:

- Their name and contact details
- A description of the issue or concern
- Details of the personal data involved (if known)
- Dates or circumstances relevant to the complaint
- Copies of any relevant correspondence or documentation

6. Acknowledgement of Complaints

Upon receipt of a complaint, Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School will acknowledge the complaint within 5 working days.

The acknowledgement will confirm:

- Receipt of the complaint
- Who is responsible for investigating the complaint
- The expected timescale for a response

7. Investigation of Complaints

The Data Protection Officer will review the complaint and determine the appropriate course of action.

The investigation may involve:

- Reviewing relevant policies and procedures
- Examining systems or records
- Speaking with staff involved in the matter
- Requesting additional information from the complainant

Where appropriate, Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School may consult with relevant internal departments.

All investigations will be conducted in a proportionate and impartial manner.

8. Response to Complaints

Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School will aim to provide a formal written response within one calendar month of receiving the complaint.

Where the complaint is complex or requires further investigation, the school may extend this period by a further two months. If this occurs, the complainant will be informed of the reason for the delay.

The response will explain:

- The outcome of the investigation
- Whether the complaint has been upheld or not upheld
- Any actions taken by the school
- Any steps taken to prevent reoccurrence

9. Outcomes and Remedies

Where a complaint is upheld, Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School will take appropriate corrective action.

This may include:

- Correcting inaccurate personal data
- Restricting or ceasing certain processing activities
- Improving procedures or controls
- Providing additional training to staff
- Issuing an apology where appropriate

Where necessary, Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School may consider whether the matter constitutes a personal data breach and whether this should be reported to the Information Commissioner.

10. Escalation to the Information Commissioner

If the complainant remains dissatisfied after the school has responded to the complaint, they have the right to raise the matter with the Information Commissioner (ICO).

The Information Commission is the UK's independent authority responsible for upholding information rights. Their address is:

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

ico.org.uk Tel: 0303 123 1113

The Information Commissioner generally expects individuals to raise concerns with the organisation first before contacting them.

11. Record Keeping

Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School will maintain a record of all data protection complaints received.

This record will include:

- The date the complaint was received
- The nature of the complaint
- Actions taken to investigate the issue
- The outcome of the complaint
- Any corrective measures implemented

Maintaining complaints records supports compliance with accountability obligations under UK data protection legislation.

12. Equal Opportunities Statement

Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School is committed to ensuring that this procedure is applied fairly and consistently. No adverse impact on equality has been identified.

13. Responsibility

This procedure was written in May 2026, is available on Weavers Federation Primary Schools - Stewart Headlam and Hague Primary School website and will be maintained by Senior Leadership and the Data Protection Officer.