



Data Protection Complaints Policy

This policy sets out how Wallisdean Federated Schools' handles complaints about data protection. It explains how individuals can make a complaint to us if they believe we haven't correctly followed data protection legislation in the way we've handled their personal information.

What is a data protection complaint?

People can complain to us if they believe we haven't correctly followed data protection legislation in the way we've handled their personal information (or the personal information of someone they're acting on behalf of).

Examples of data protection complaints include concerns about:

- The way we've responded to a subject access request (SAR)
- The security measures we've used to protect personal information
- How we've collected or used personal information

To complain, individuals don't have to use legal terms or quote sections of the legislation.

Who can make a data protection complaint?

Pupils Children have the same rights over their personal information as adults. However, we must assess the competence of the child to understand and exercise their rights. If we receive complaints from pupils, we will respond in plain, clear language they can understand.

Parents/Carers Under data protection law, parents don't have an automatic right to exercise the rights of their child. We will only allow parents to make a complaint on behalf of their child if:

- The child authorises them to do so; or
- The child does not have sufficient understanding to exercise the rights themselves; or
- It is clear that this is in the best interests of the child

Third parties We might receive a complaint on behalf of another person (known as a third party), for example, a family member or solicitor. If so, we must check that the third party is authorised to act on the other person's behalf.

How to make a data protection complaint

You can make a data protection complaint to us in the following ways:

- **Email:** dpo@wallisdeanfederation.co.uk
- **Phone:** 01329 232571
- **In writing:** Wallisdean Federated Schools, Wallisdean Avenue, Fareham Hampshire PO12 1HT
- **In person:** Main office Reception at either the Infant or Junior School
- **Contact person:** Mrs F Swateridge Data Protection Officer

You can complain in any way you choose and we will accept your complaint.

Our complaints handling process

1. Acknowledgement We will acknowledge receipt of your complaint within 30 days of receiving it. The 30 days start the day after we receive the complaint.

We will confirm we've received the complaint and that we'll look into it. Generally, we will respond in the same way we received the complaint (eg if you email us, we'll reply via email).

2. Identity verification If we have any doubts about your identity, we will ask you for proof of ID at the earliest opportunity before we respond. If we have enough information to be sure about your identity, we will not ask for more.

3. Investigation We will investigate your complaint without undue delay. This means we will look into the issue as soon as possible.

We will:

- Look at all the relevant facts thoroughly, fairly and accurately
- Speak to relevant members of staff
- Compare the information from the complaint with the information we hold
- Check we've upheld our own terms, policies and standards

The time we spend on the investigation will depend on the scale and complexity of the issue. We will make an appropriate level of enquiries based on the circumstances of each complaint.

4. Keeping you informed We will keep you updated on the progress of the investigation without undue delay. This means keeping you up to date with timeframes and explaining any delays.

If the investigation is likely to take some time, we will follow up on our initial response so you know we're working on it. We will provide you with a date for when we expect to finish our investigation and a point of contact for any questions.

5. Outcome When we've completed our investigation, we will let you know the outcome as soon as possible (without 'undue delay').

When we share the outcome, we will:

- Explain what we've done to resolve the complaint and, where appropriate, any actions we've taken as a result
- If we think that we've complied with data protection law, explain this in detail
- Provide enough information to help you understand how we've reached our conclusion

Record keeping

For each data protection complaint we receive, we will keep a record of:

- The date we received it
- Our acknowledgement
- Any relevant conversations and documents
- The outcome of the complaint
- Any actions we took as a result of our investigation

We will retain these records in line with our data retention schedule.

Your right to complain to the Information Commissioner's Office (ICO)

If you're not satisfied with how we've handled your data protection complaint, you have the right to complain to the Information Commissioner's Office (ICO).

ICO contact details:

- Website: www.ico.org.uk
- Helpline: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Review

We will review this policy annually to ensure it remains effective and compliant with data protection legislation.

Date: 2 July 2026

Policy approved by: Full Governing Body 9 July 2026

Next review date: Summer 2 2027