

Prior Heath Infant School

Data Protection Complaints Policy

Purpose

This policy outlines how individuals can raise concerns about the way the school handles their personal data of them or that of their children, and how those concerns will be addressed in line with the Data (Use and Access) Act 2025 (DUAA) and the UK General Data Protection Regulation (UK GDPR).

Scope

This policy applies to any data subject whose personal data we are processing.

This will include:

- Children
- Parents/carers
- Staff
- Third parties

Complaints may relate to:

- Inaccurate or outdated personal data
- Unlawful data sharing
- Failure to respond to a Subject Access Request (SAR) or concern about full compliance with a Subject Access Request
- Excessive data retention
- Inappropriate use of profiling or artificial intelligence
- Any breach of data protection rights

How to Make a Complaint

Complaints can be submitted via:

- Prior Heath Data Protection Complaints form:
 - Appendix A below
 - Also available on the Prior Heath Website
- Email: info@prior-heath.surrey.sch.uk
- Post: Prior Heath School, 4 Prior Road, Camberley GU15 1DA
- Phone: 01276 25546

We will require

- The complainant's full name
- The child's name (if applicable)
- Contact details
- Description of the cause for concern
- Any supporting evidence

If the complaint is unclear, we may request further information so that we can investigate appropriately.

If the complaint is being made on behalf of someone else, eg. a solicitor on behalf of a client, proof of authority to act must be provided.

Adopted: June 2026

Review: bi annually or sooner if necessary

In the case of parents complaining about the processing of their child's personal data, we will also consider any relevant safeguarding context.

Identity verification

To protect personal data, the school may request ID verification from the complainant before investigating a complaint.

Acceptable forms of ID include:

- Passport or driving license (for individuals)
- Written consent (for representatives)

Acknowledgement and response times

Complaints will be acknowledged within 30 calendar days. This includes complaints received during summer holidays.

A full response will be provided without undue delay, typically within 60 days, unless complexity requires more time.

If there is likely to be any delay, we will inform the complainant about our progress and ensure that we have a clear record of our communication with the complainant.

Investigation process

Once first level investigation by the school has been completed, the Data Protection Officer (DPO) will review the complaint and supporting evidence. Relevant staff will also be consulted.

The DPO will consider

- The nature and severity of the complaint
- The facts – through proportionate investigation
- The suggested resolution from the complainant
- The scope and impact of any breaches identified by the investigation and will agree remedial actions with the Headteacher

The complainant will be informed of the outcome of the review and of any remedial actions taken.

A termly report will be made by the DPO to the board of Governors.

Resolution & appeals

If the school's investigation finds that data was handled incorrectly, the school will take immediate steps to rectify the situation and to ensure it does not recur.

Actions may include:

- Updating incorrect data
- Strengthening technical security measures
- Providing additional staff training
- Formally apologising for the breach
- Amending any pertinent policies and procedures
- Notification to the ICO – if required

Internal escalation

If the complainant remains dissatisfied with the school's complaint response, they have a right to appeal to the Headteacher or the Chair of Governors within 15 school working days of the school's response. The Headteacher or the Chair of Governors will respond within 10 school working days.

External escalation

If the complainant is dissatisfied with the outcome, they may escalate the matter to The Information Commissioner's Office (ICO): <https://ico.org.uk>

Record keeping

All complaints and outcomes will be logged securely and retained in line with the school's existing retention schedule for complaints.

This is to comply with the accountability principles of the UK GDPR and the Data (Use and Access) Act 2025 (DUAA).

Review

This procedure will be reviewed bi-annually or upon significant legislative change.

APPENDIX A

Prior Heath Infant School Data Protection Complaint Form

Your name:	
Pupil's name:	
Your relationship to the pupil:	
Pupil's home address & postcode	
Daytime telephone number:	
Please give details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint. (who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	
Date:	

For School Use

<i>Date Complaint Received:</i>	
<i>Date Acknowledged:</i>	
<i>Acknowledged by whom:</i>	
<i>Actions taken:</i>	

Adopted: June 2026

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