



Education Learning Trust Multi Academy Trust

Data Protection Complaints Procedure

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Revision History

Date	Docum ent Version	Document Revision History	Document Author / Reviser	Document Approver
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1 Purpose

To ensure all data protection complaints are handled promptly, fairly, and in compliance with the UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018, and Data Use and Access Act 2025.

2 Scope

This procedure applies to all managers and staff who may receive, investigate, or respond to data protection complaints from employees, ex-employees, contractors, or any other data subjects.

3 Definitions

- **Data Subject:** Any individual whose personal data is processed by the company.
- **DPO:** Data Protection Officer.
- **ICO:** Information Commissioner's Office.

4 Receipt of Complaint

- Complaints may be received via the company website form, email, or in writing.
- All complaints must be forwarded immediately to the DPO and Trust offices.

5 Acknowledgement

- Acknowledge receipt within **3 working days**.
- Provide the complainant with a reference number and outline the next steps.

6 Initial Assessment

- The DPO/Trust reviews the complaint to confirm it relates to data protection.
- If not a data protection issue, inform the complainant and redirect as appropriate.

7 Investigation

- The DPO leads the investigation, which may include:
 - Reviewing relevant data processing activities.
 - Interviewing staff involved.
 - Examining relevant records and systems.
- Maintain strict confidentiality throughout.

8 Response to Complainant

- Respond within **one month** of receipt (extendable by up to two months for complex cases; notify the complainant if extended).
- The response must include:
 - A summary of the investigation.
 - The outcome (e.g., whether a breach occurred).
 - Any corrective actions taken.
 - Information on the right to escalate to the ICO if unsatisfied.

9 Remediation

- If a breach or failure is identified:
 - Take corrective action (e.g., correct/delete data, update processes, retrain staff).
 - Notify affected individuals and the ICO if required.

10 Record Keeping

- Log all complaints, investigations, outcomes, and actions in the Data Protection Complaints Register.
- Records must be kept securely and only accessible to authorised personnel.

11 Escalation

- If the complainant is unsatisfied, inform them of their right to escalate to the ICO.
- Provide ICO contact details.

12 Roles and Responsibilities

- **Managers:**
 - Forward any data protection complaints immediately to Trust/DPO.
 - Cooperate fully with investigations.
 - Maintain confidentiality.
- **Trust/School GDPR Lead:**
 - Log and track all complaints.
 - Support the DPO in investigations and communications.
 - Ensure records are kept securely.
- **DPO:**
 - Lead the investigation and response process.
 - Advise on legal compliance.
 - Report breaches to the ICO if required.

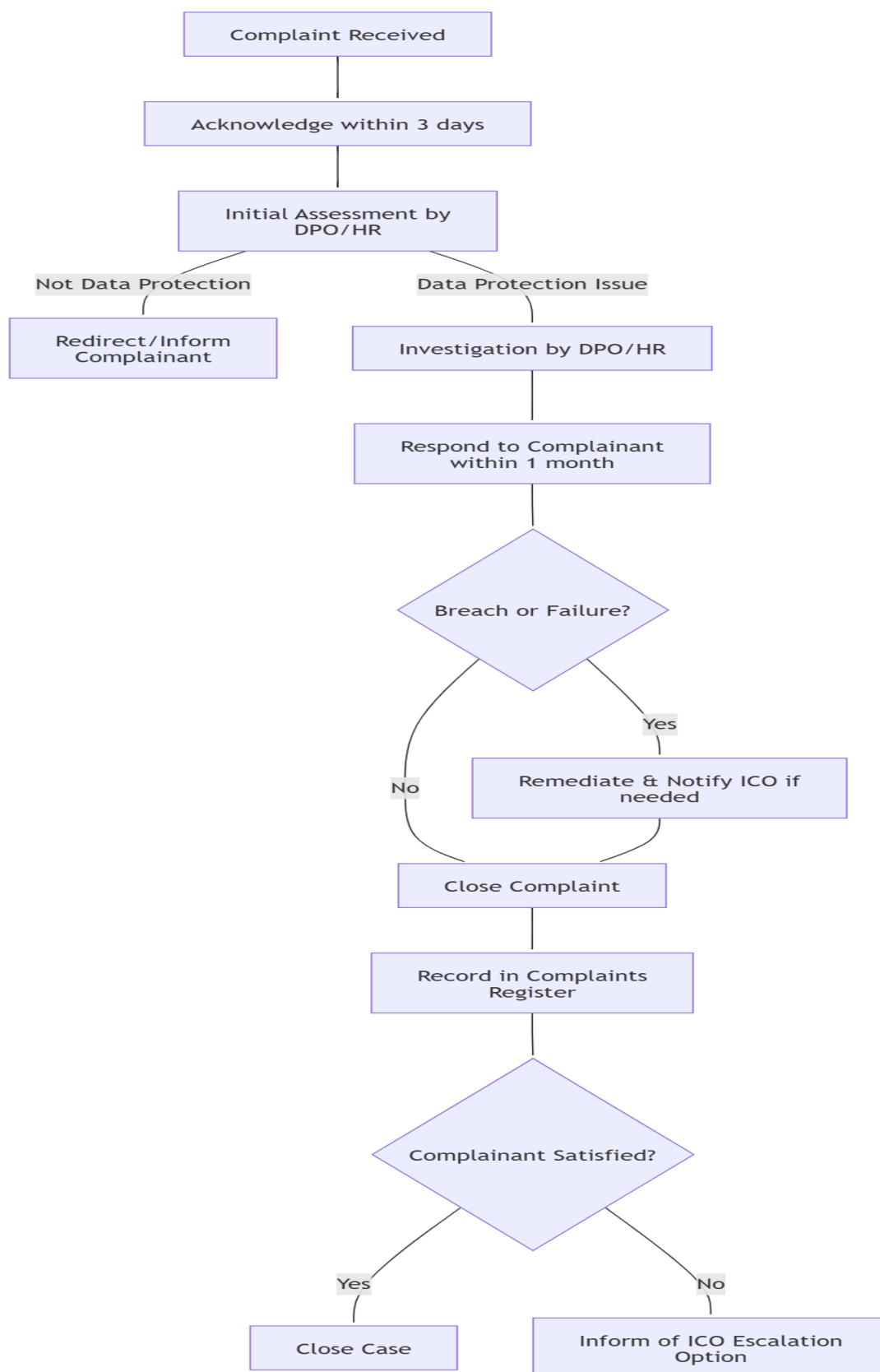
13 Review and Training

- This procedure should be reviewed annually or after any significant data protection incident.

- All managers and GDPR staff must receive training on this procedure.

For questions or further guidance, contact the Data Protection Officer at dpo@educationlearningtrust.com

14 Flowchart: Data Protection Complaints Handling



15 Template Communications

Acknowledgement Email:

Dear [Name],

Thank you for your data protection complaint, received on [date]. We take such matters seriously and will investigate promptly. Your reference number is [XXXX]. We will update you within one month.

Regards,

[School/Trust/DPO Name]

Outcome Email:

Dear [Name],

Following our investigation into your data protection complaint, we have found that [summary of findings]. [Describe any corrective actions taken].

If you are not satisfied with our response, you have the right to escalate your complaint to the Information Commissioner's Office (ICO): www.ico.org.uk

Regards,

[School/Trust/DPO Name]