

Maharishi Free School

Data Protection Complaints Procedure

1. Introduction

Under the Data Use and Access Act 2025 (DUAA), individuals have a statutory right to complain directly to [School/Trust Name] regarding the handling of their personal data. This procedure outlines how we receive, investigate, and resolve such concerns before they are escalated to the Information Commissioner's Office (ICO).

2. What Can You Complain About?

You may use this procedure if you believe we have infringed data protection legislation, including concerns regarding:

- **Subject Access Requests (SARs):** Delays, incomplete information, or disputes over exemptions.
- **Data Accuracy:** Failure to correct inaccurate or outdated personal information.
- **Unlawful Processing:** Concerns about how or why we are using your data (e.g., sharing without a lawful basis).
- **Data Security:** Concerns following a personal data breach or unauthorized access.
- **Automated Decision-Making:** Concerns regarding decisions made about you without human intervention.

3. How to Make a Complaint

We provide several accessible routes to raise a data protection concern. Please provide your name, contact details, and a clear description of your concern.

- **Email:** Send your complaint to our Data Protection Lead at enquiries@maharishischool.com
- **Post:** Address your letter to the Data Protection Officer, Maharishi Free School, Cobbs Brow Lane, Lathom, Ormskirk, L40 6JJ.
- **Verbal:** You may raise a concern via telephone at 01695 729912 or in person. We will record the details and send you a written summary for your records.

4. Our Response Timeframes

- **Acknowledgement:** We will acknowledge receipt of your complaint within **30 calendar days**. (Note: The 30-day period begins the day after receipt).
- **Investigation:** We will investigate your concern without undue delay. The complexity of the issue will determine the length of the investigation, but we aim to provide a full response without undue delay and will keep you updated on our progress.

- **Outcome:** You will receive a formal response in plain language explaining our findings and any remedial actions taken.

5. Identity Verification

To protect your privacy, we may ask for evidence of your identity (e.g., a copy of a utility bill or ID) before proceeding with an investigation, especially if the complaint involves sensitive personal data.

6. Escalation to the ICO

If you remain dissatisfied with our response, or if we fail to acknowledge your complaint within 30 days, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**.

- **Website:** <https://ico.org.uk/make-a-complaint>
- **Helpline:** 0303 123 1113