



KINGSTONE ACADEMY TRUST

APPROVED DOCUMENT

Data Protection Complaints Policy

Relevant School/s:	KHS and KTPS
Policy Officer:	HY Professional Services
Approval:	Delegated
Date of Review:	September 2026
Next Review:	Annual / change in legislation
Distribution:	Website / Open

INTRODUCTION

1. This is the Data Protection Complaints Policy of Kingstone Academy Trust (KAT) ("the School" / "the Trust" / "we" / "us").
2. We are committed to processing Personal Information fairly and lawfully in accordance with the UK General Data Protection Regulation ("UK GDPR"), the Data Protection Act 2018 ("DPA") and other applicable data protection legislation.
3. We recognise that individuals have the right to raise concerns about how their Personal Information is handled. This Policy explains how complaints relating to data protection matters can be made and how they will be managed by KAT as Data Controller.
4. This Policy applies to all individuals whose Personal Information is processed by the Trust, including pupils, parents and carers, staff, governors, volunteers, contractors and other individuals.
5. This Policy applies to complaints relating to the processing of Personal Information by the Trust and does not replace the Trust's general complaints procedure.
6. This Policy should be read alongside the Trust's Data Protection Policy and Privacy Notices.
7. The Policy will be reviewed and updated in accordance with documented review dates, although the Trust reserves the right to amend this Policy at any time where necessary due to legislative changes, regulatory guidance or operational requirements.

DEFINITIONS

8. In this Policy:

- 8.1. **Data Subject:** Means an identified or identifiable individual whose Personal Information is processed by the Trust.
- 8.2. **Personal Information:** Means any information relating to an identified or identifiable individual.
- 8.3. **Data Controller:** Means the organisation that determines the purposes and means of processing Personal Information. The School / Trust is the Data Controller.
- 8.4. **Data Protection Officer ("DPO"):** Means the individual or organisation appointed by the Trust to provide independent advice and support regarding data protection compliance.

MAKING A COMPLAINT

- 9. Under section 164A of the Data Protection Act 2018, individuals have the right to make a complaint if they believe that the Trust has not complied with data protection legislation when processing their Personal Information.
- 10. Complaints may relate to matters including:
 - 10.1. inaccurate or incomplete Personal Information;
 - 10.2. inappropriate disclosure or sharing of Personal Information;
 - 10.3. failure to respond appropriately to a data protection rights request;
 - 10.4. excessive retention of Personal Information;
 - 10.5. concerns regarding the security of Personal Information; or
 - 10.6. any other alleged breach of data protection legislation.
- 11. The Trust will take reasonable steps to make it easy for individuals to raise concerns. Complaints may be submitted:
 - 11.1. using the Trust Data Protection Complaint Form;
 - 11.2. by email;
 - 11.3. by post;
 - 11.4. by telephone; or

- 11.5. in person.
12. The Trust will make a Data Protection Complaint Form available via this policy (*Appendix A*). Alternative formats of the complaint form will be made available upon request where reasonably required.
13. Individuals should provide sufficient information to enable the Trust to understand and investigate the complaint. Where necessary, further information may be requested.
14. Where a complaint is submitted on behalf of another individual, the Trust may request evidence of authority to act on that person's behalf.

ACKNOWLEDGING COMPLAINTS

15. The Trust will acknowledge receipt of a complaint within 30 days beginning on the day after the complaint is received. Where the final day of the acknowledgement period falls on a weekend or public holiday, the acknowledgement may be provided on the next working day.
16. The acknowledgement will normally:
- 16.1. confirm receipt of the complaint;
 - 16.2. explain the next steps in the process; and
 - 16.3. provide details of who is managing the complaint.

INVESTIGATING COMPLAINTS

17. The Trust is responsible for investigating complaints made under this Policy.
18. Complaints will be investigated by an appropriate member of staff. Advice may be sought from the DPO where necessary.

19. The Trust will make appropriate enquiries into the subject matter of the complaint and take reasonable steps to investigate the concerns raised. This may include:
- 19.1. reviewing relevant records and documentation;
 - 19.2. speaking with relevant members of staff;
 - 19.3. considering any information provided by the complainant; and
 - 19.4. obtaining advice from the Data Protection Officer.
20. Where necessary, the Trust may request proof of identity before progressing a complaint.
21. If a complaint concerns the Personal Information of a child, the Trust will take account of the child's age, understanding and any relevant safeguarding considerations.
22. The Trust will keep the complainant informed about the progress of their complaint where appropriate, particularly where an investigation is likely to take an extended period of time.

OUTCOME OF COMPLAINTS

23. The Trust will respond to complaints and inform the complainant of the outcome without undue delay.
24. Once the investigation has been completed, the complainant will be informed of the outcome.
25. The outcome will normally include:
- 25.1. a summary of the complaint;
 - 25.2. the findings of the investigation;
 - 25.3. any action taken or proposed by the Trust; and
 - 25.4. information about further options available to the complainant.

26. Where the Trust identifies improvements that can be made to its processes, procedures or practices, appropriate action will be taken.

THE ROLE OF THE DATA PROTECTION OFFICER ("DPO")

27. The Trust has appointed a Data Protection Officer ("DPO") in accordance with the requirements of the UK GDPR.
28. The DPO provides independent advice and support regarding data protection compliance.
29. The DPO may assist the Trust in the handling of complaints but does not replace the Trust's responsibilities as Data Controller in responding to a complaint.
30. The Trust's appointed DPO is HY Education. The DPO can be contacted by telephone on 0161 543 8884 or by email at DPO@wearehy.com.

COMPLAINTS TO THE INFORMATION COMMISSIONER'S OFFICE

31. Individuals are encouraged to raise concerns with the Trust in the first instance so that they can be investigated and resolved where possible.
32. Individuals also have the right to complain to the Information Commissioner's Office ("ICO") if they believe their Personal Information has been handled unlawfully or if they are dissatisfied with the outcome of their complaint.
33. Information about the ICO's complaints process can be found at: www.ico.org.uk

RECORD KEEPING

34. The Trust will maintain appropriate records of complaints received, investigations undertaken and outcomes reached.

35. Records will be retained in accordance with the Trust's records retention arrangements.

REVIEW OF THIS POLICY

36. This Policy will be reviewed annually or sooner where required by changes in legislation, regulatory guidance or operational requirements.

37. The Trust reserves the right to amend this Policy at any time and notification of any changes will be communicated accordingly.

Appendix A

DATA PROTECTION COMPLAINT FORM

Full Name	
Address	
Telephone	
Email Address	
Preferred Method of Contact	
Who is the complaint about	My own Personal Information ☐ My child's Personal Information ☐ Someone else's Personal Information ☐
	Name of individual: Relationship to individual:
DETAILS OF YOUR COMPLAINT Please tell us what has happened and why you are concerned.	

WHEN APPROXIMATLY DID THE ISSUE OCCUR	
WHAT WOULD YOU LIKE US TO LOOK INTO?	1. Accuracy of Personal Information ☐ 2. Sharing or disclosure of Personal Information ☐ 3. Failure to respond to a rights request ☐ 4. Security or confidentiality of Personal Information ☐ 5. Use of Personal Information ☐ 6. Retention of Personal Information ☐ 7. Other ☐

	8. Unsure ☐
SUPPORTING INFORMATION Please list any documents or information you have attached.	
DECLARATION I confirm that the information provided in this form is accurate to the best of my knowledge.	Name: Signature: Date:
WHAT HAPPENS NEXT? • The School / Trust will acknowledge receipt of your complaint within 30 days; • Investigate the matters raised; • Keep you informed about progress where appropriate; and • Inform you of the outcome without undue delay.	