

Data Protection Complaints Procedure

Aspire Federation

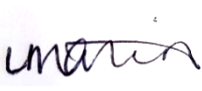


'Let your light shine!'

Reviewed and updated: July 2026

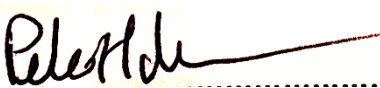
Ratified by Governors: 15.7.26

Next review: July 2029

Signed: ... 
.....

Name: Laura Martin
(Executive Headteacher)

Date....15.7.26

Signed:..... 

Name: Peter Hilton
(Chair of Governors)

Date...15.7.26

1. Purpose

Aspire Federation is committed to protecting the personal data of pupils, parents, staff, governors, volunteers and visitors.

This procedure explains how individuals can raise concerns or complaints about the way the school collects, uses, stores, shares or otherwise processes personal information.

This procedure operates separately from the school's general complaints procedure and complies with the requirements of the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025. The new legal requirements for handling data protection complaints took effect from 19 June 2026.

2. Scope

This procedure applies to complaints about:

- How personal information has been collected.
- How personal information is stored or shared.
- The lawfulness of processing personal data.
- Data accuracy.
- Failure to respond appropriately to a Subject Access Request (SAR).
- Failure to comply with data protection rights.
- Concerns regarding consent.
- Alleged misuse or unauthorised disclosure of personal information.
- Data retention concerns.
- Issues relating to CCTV, photographs or recordings where data protection rights are engaged.

This procedure does not apply to:

- General complaints about teaching, behaviour, admissions or school management unless the concern specifically relates to personal data processing.
- Freedom of Information requests.
- Employment grievances (unless primarily concerning personal data).

3. How to Make a Data Protection Complaint

Complaints can be submitted:

By email:

For St. George's C of E Primary School – enquiriesSG@aspire.school

For William Hildyard C of E Primary and Nursery School – enquiriesWH@aspire.school

By post: Executive Headteacher Aspire Federation

Mrs L Martin
Aspire Federation – c/o William Hildyard C of E Primary and Nursery School
Godsey Lane
Market Deeping
Lincolnshire
PE6 8HZ

In person: Via the school office.

By telephone:

For St. George's C of E Primary School – 01780 763654

For William Hildyard C of E Primary and Nursery School – 01778 343119

The complainant should provide:

- Their name and contact details.
- Details of the concern.
- Relevant dates.
- Copies of any supporting documents.
- The outcome they are seeking.

The school will accept complaints made through any reasonable communication channel.

4. Roles and Responsibilities

- **Executive Headteacher**

The Executive Headteacher has overall responsibility for ensuring complaints are handled in accordance with this procedure.

- **Data Protection Officer (DPO)**

The DPO will:

- Advise on the investigation.
- Monitor compliance with data protection law.
- Support the investigation process.
- Liaise with the ICO where required.

Aspire Federation's DPO is:

Joe Lee

Email: Joe.Lee@ark.me.uk

5. Acknowledgement of Complaints

The school will:

- Record the complaint upon receipt.
- Acknowledge receipt within **30 calendar days**.

The acknowledgement will:

- Confirm that the complaint has been received.
- Identify who is investigating.
- Explain the next steps.
- Provide a likely timescale for response where possible.

6. Investigation Process

The school will investigate complaints without undue delay.

The investigation may include:

- Reviewing relevant records and documentation.
- Speaking with staff members involved.
- Consulting the DPO.
- Assessing compliance with data protection legislation and school policies.

Where necessary, the school may contact the complainant for further information.

The complainant will be kept informed if the investigation is likely to take longer than anticipated.

7. Outcome

Following the investigation, the school will provide a written response which will:

- Summarise the complaint.
- Explain the findings.
- Confirm any actions taken.
- Explain any corrective measures.
- Advise the complainant of further options if dissatisfied.

Possible outcomes include:

- Complaint upheld.
- Complaint partially upheld.
- Complaint not upheld.

Actions may include:

- Correcting inaccurate information.
- Restricting or ceasing processing activities.
- Improving procedures.
- Staff training.
- Taking other remedial action where appropriate.

8. Escalation to the ICO

If a complainant remains dissatisfied after the school's response, they may contact the Information Commissioner's Office (ICO).

The school will provide ICO contact details as part of its final written response.

Website: [Information Commissioner's Office](#)

The ICO generally expects individuals to raise concerns with the organisation first before asking the ICO to consider the matter.

9. Record Keeping

The school will maintain:

- A register of data protection complaints.
- Investigation notes.
- Correspondence.
- Actions taken.
- Outcomes.

Records will be retained in accordance with the school's Records Management Policy. The Federation maintains complaint records securely and in line with its records management arrangements.

10. Monitoring and Review

The Executive Headteacher and DPO will monitor complaints to identify recurring issues and opportunities for improvement.

The governing board will receive anonymised information where appropriate regarding trends, significant complaints and compliance matters.

The procedure will be reviewed every 3 years, or sooner if legislation changes.