



TEAM Multi Academy Trust

Data Protection Complaints Procedure

How to raise a concern about how we use personal data

We take privacy and data protection seriously and are committed to handling personal information lawfully, fairly and transparently.

If you believe that we have not handled personal data properly, you have the right to raise a **data protection complaint** with us. This procedure explains how we will handle such concerns.

What is a data protection complaint?

A data protection complaint is any concern or dissatisfaction about how the school has collected, used, shared, stored or otherwise handled personal information.

For example, this might include concerns about:

- How we have responded to a subject access request
- How personal data has been shared
- The accuracy of personal information held
- Data security or a suspected data breach
- How privacy information has been provided

You do not need to mention data protection law or use specific legal terms for your concern to be treated as a data protection complaint.

How to make a data protection complaint

You can raise a data protection complaint **in any way that is convenient for you**. This may include:

- Our bespoke data protection complaints form (recommended)
- Email
- Letter
- Telephone
- Speaking to a member of staff (who will ensure it is passed to the appropriate person)

If your concern relates to personal data, it will be handled under this procedure even if it is raised through another channel, although we will need to confirm your identity first by requesting relevant proof of Identification such as a birth certificate, passport or driving licence. If your

complaint relates to the personal data of a child, we will also ask you to confirm proof of parental responsibility.

What happens next?

When we receive a data protection complaint, we will:

1. Acknowledge your complaint

We will acknowledge receipt **within 30 days** of receiving your complaint.

2. Investigate the issue

We will take appropriate steps to investigate your concern **without undue delay**. This may include:

- Reviewing relevant records or systems
- Speaking to staff involved
- Making enquiries where needed

We may contact you if we need clarification to help us fully understand the issue.

3. Keep you informed

Where appropriate, we will keep you updated on progress while we are investigating.

4. Provide an outcome

Once the matter has been concluded, we will inform you of the outcome **without undue delay**, explaining:

- What we have found
- Any action taken or proposed
- Our reasoning for the decision

If you are not satisfied

We always aim to resolve concerns openly and fairly. If you are unhappy with how your data protection complaint has been handled, you can raise the matter with the **Information Commissioner's Office (ICO)**, which is the UK regulator for data protection.

The ICO expects people to raise concerns with the organisation first, as this often leads to quicker resolution.

Information about how to contact the ICO is available on their website:

<https://ico.org.uk/make-a-complaint/>

Our commitment

We are committed to:

- Handling data protection complaints fairly, consistently and transparently
 - Making our complaints process easy to access
 - Learning from concerns raised to improve our data protection practices
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Contact details

If you wish to make a data protection complaint or have questions about how we handle personal data, please contact:

Data Protection Officer

Devon Educational Services

Email: schooldataprotection@devon.gov.uk

Telephone: 01392 880783