



Play, Learn and Grow...Together!

Ordsall Primary School

Data Protection Complaints Policy

Date reviewed: June 2026

Reviewed by: Simon Miles (Data Protection Officer)

Approved by: Karl Hopkinson (Headteacher)

Next review: June 2027

1. Purpose

Ordsall Primary School is committed to handling personal data fairly, lawfully and transparently. This procedure sets out how individuals can raise concerns or complaints about the way the school has processed or managed personal data.

This procedure applies to complaints relating to data protection matters and sits separately from the school's Complaints Policy.

2. Scope

This procedure may be used to raise concerns about:

- The handling of personal data.
- Subject Access Requests (SARs).
- Requests to rectify, erase or restrict personal data.
- Data breaches or suspected data breaches.
- The accuracy of personal information held by the school.
- Responses to data protection enquiries or requests.
- Any other matter relating to the school's compliance with data protection legislation.

3. Making a Complaint

Complaints should be submitted in writing and include details of the concern and any relevant supporting information.

Complaints should be sent to:

Headteacher
Ordsall Primary School
Ordsall Road
Retford
Nottinghamshire
DN22 7SL

Email: office@ordsallprimary.com

4. Acknowledgement

The school will acknowledge receipt of a data protection complaint within 30 calendar days of receiving it.

Where a complaint is received during a school holiday period, the school will acknowledge the complaint as soon as reasonably practicable and within the statutory timeframe.

5. Investigation

The school will investigate the complaint without undue delay and may:

- Seek further information from the complainant.
- Review relevant records and documentation.
- Consult with the school's Data Protection Officer.
- Take advice where appropriate.

The school will keep the complainant informed of progress where necessary.

6. Outcome

The school will provide a written response setting out:

- The outcome of the investigation.
- Any findings made.
- Any actions taken or proposed.
- Information about further rights of complaint where applicable.

7. Further Action

If a complainant remains dissatisfied after receiving the school's response, they have the right to raise their concerns with the Information Commissioner's Office (ICO).

Information about making a complaint to the ICO can be found at:

<https://ico.org.uk>

8. Monitoring and Review

The Headteacher and Data Protection Officer will monitor data protection complaints to identify any recurring issues, lessons learned or improvements required to school procedures and practices.

This procedure will be reviewed annually or sooner if there are changes to legislation or statutory guidance.