

Data Protection Complaints Procedure

Purpose

Edith Kerrison Nursery School and Children's Centre is committed to protecting the personal data of pupils, parents/carers, staff, and other members of our community in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant legislation.

This procedure explains how individuals can raise concerns or complaints regarding the way the school processes personal data, and how such complaints will be handled.

Scope

This procedure applies to:

- Pupils, parents/carers, staff, governors, contractors, and any third parties whose personal data is held by the school.
 - Any complaints relating to data protection, including (but not limited to):
 - Inaccurate or incomplete personal data
 - Unauthorised disclosure of personal data
 - Failure to provide access to personal data (Subject Access Request)
 - Concerns over how data is collected, stored, retained, or shared

How to Make a Complaint

Complaints should be submitted in writing to info@edithkerrison@newham.sch.uk or the school's Data Protection Officer (DPO) -The Education Space, dpo@theeducationspace.co.uk 3rd Floor Boardman House, 64 Broadway, Stratford, London E15 1NT

Where a complaint is made verbally, the complainant will be asked to confirm the details in writing so the school can maintain an accurate record.

Procedure for Handling Complaints

1. Acknowledgement – The DPO will acknowledge receipt of the complaint within 30 days.
2. Investigation – The complaint will be reviewed, and relevant evidence will be gathered in consultation with senior leadership, IT staff, or other relevant personnel.
3. Response – A written response will be provided without undue delay, once the investigation of the complaint is completed.
4. Resolution – The response will outline: the outcome of the investigation, any steps taken to resolve the issue, and actions to prevent recurrence, if applicable.

Escalation

If the complainant is not satisfied with the school's response:

- They may request that the complaint be reviewed by the Headteacher or Chair of Governors.
- If they remain dissatisfied, they have the right to lodge a complaint with the Information Commissioner's Office (ICO):

ICO Contact Details: Website: www.ico.org.uk Helpline: 0303 123 1113

Record Keeping

The school will maintain a log of all data protection complaints, including the nature of the complaint, the outcome, and actions taken. Records will be retained in accordance with the school's Records Management and Retention Policy.