WILLIAM FARR

C of E Comprehensive School

Data Protection Complaints Procedure

1 How to Make a Complaint
2 What to Expect from Us
3 Record Keeping and Accountability
4. Escalation to the ICO

William Farr Church of England Compressive school is committed to processing personal data fairly, transparently, and in strict accordance with the law. Under the **Data (Use and Access) Act 2025**, all individuals have a statutory right to complain directly to a data controller if they believe their information has been mishandled.

This procedure outlines how students, parents, staff, and members of the public can raise a data protection concern with the school, and how we will investigate and resolve it.

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1. How to Make a Complaint

If you believe William Farr School has mishandled your personal data, failed to safeguard your information, or incorrectly fulfilled a Data Subject Access Request (DSAR), please submit your complaint to our **Data Protection Officer (DPO)**.

To help us investigate efficiently, please submit your concern in writing:

By Email:

Send your complaint for the attention of 'The Data Protection officer' to wfarr@wfarr.uk

Information to Include:

- Your full name and contact details.
- A clear summary explaining what you think the school did wrong.
- Relevant dates, timelines, or specific departments involved.
- Copies of any supporting evidence (please retain your original documents).
- A brief summary of the impact or risk of harm this has caused you.

Note: If you are making a complaint on behalf of someone else (such as an adult, child or another third party), you must provide signed evidence of your legal authority to act for them.

2. What to Expect from Us

The school will follow the formal complaint framework set out by the Information Commissioner's Office (ICO):

- **Step 1: Acknowledgement (Within 30 Days)**
  - We will formally acknowledge receipt of your complaint within 30 calendar days.
  - Our acknowledgement will confirm that an internal investigation has commenced.

- **Step 2: Investigation**
  - The school will investigate the matter without "unjustifiable or excessive delay".
  - We will review the facts, assess any risk of data exposure, and consult directly with our DPO.
  - If the investigation is highly complex and requires an extension, we will write to you to explain why and provide a clear update.

- **Step 3: Written Outcome**
  - Once completed, we will provide you with a comprehensive, written outcome without undue delay.
  - This will explain our findings and detail any remedial action taken (such as updating data, changing technical systems, or issuing an apology).

3. Record Keeping and Accountability

To comply with the statutory requirements of the ICO's Guide for Organisations, William Farr School maintains a secure log of all data complaints. We log the date received, details of the complaint, acknowledgement dates, and final resolution steps. These records are reviewed annually to improve our internal data handling and to ensure ongoing regulatory compliance.

4. Escalation to the ICO

Under statutory regulations, individuals are expected to give organisations an opportunity to resolve data concerns internally before escalating them.

However, if you remain unsatisfied with our final response, or if we fail to resolve your complaint, you have the right to lodge a formal complaint with the regulator:

- **Organisation:** Information Commissioner's Office (ICO)
- **Website:** ICO Complaint Portal
- **Helpline:** 0303 123 1113