



Data Protection Complaints Procedure

A handwritten signature in black ink, appearing to be 'M. D.', with a long horizontal line extending to the right.

Signed

Date agreed 1st June 2026

Next review 1st June 2027

Number of data protection complaints received 2024-2025

Complaints initiated 0

Complaints resolved 0

Equality Statement

Centre Academy London is committed to a policy of equality and aims to ensure that no employee, job applicant, pupil or other member of the school community is treated less favourably on grounds of sex, race, colour, ethnic or national origin, marital status, age, sexual orientation, disability or religious belief. We provide a safe, supportive and welcoming environment.

Centre Academy London is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

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1. Purpose

Centre Academy London 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.

This procedure is separate from the school's complaints policy, which outlines the process for handling other complaints not related to data protection.

2. 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

3. How to Make a Complaint

Complaints should be submitted in writing to the school's internal data protection lead in the first instance, and then if necessary the school's Data Protection Officer (DPO): Michael Jeffrey

mjeffrey@centreacademy.co.uk

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.

4. Procedure for Handling Complaints

a) Acknowledgement – The DPO (or internal data protection lead) will acknowledge receipt of the complaint within 30 days.

b) Investigation – The complaint will be reviewed, and relevant evidence will be gathered in consultation with senior leadership, IT staff, or other relevant personnel. The complainant will be kept up to date with the progress of the complaint.

c) Response – A written response will be provided without undue delay, once investigation of the complaint is completed.

d) Resolution – The response will outline: the outcome of the investigation, any steps taken to resolve the issue, and actions to prevent recurrence, if applicable.

5. Escalation

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

They may request that the complaint be reviewed by the 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

6. Record Keeping

The school will maintain a log of all data protection complaints, including the nature of the complaint, the outcome, and actions taken.

7. Review

This procedure will be reviewed annually by the DPO and approved by the Governing Body to ensure it remains compliant with data protection law and best practice.