WHITFIELD ASPEN SCHOOL		Learning Together with Aspiration, Imagination, Determination
Policy title: Data Protection Complaints (and Procedure)	Policy Status: AGREED	Policy Number: POL_089
Author(s): DPE/HT/SBM/AW	Issue Date: 21st October 2026	Version: 2026 1.0

Data Rights Complaints Process

Document Version

Version	Author	Date	Approved by	Effective from
1.0 template	DPE/HT	29/9/26		

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Introduction

This document outlines the formal process by which individuals can raise concerns regarding the handling of their personal data or the exercise of their Data Rights by Whitfield Aspen School. This document outlines the formal process by which individuals can raise concerns regarding the handling of their personal data or the exercise of their Data Rights

How to Make a Complaint

If you believe that your Data Rights Request (such as a Subject Access Request, a Request to Rectify, or a Request to Erase) has not been handled appropriately, or if you have any concerns about how your personal data has been processed by Whitfield Aspen School, please follow these steps:

1. Submit your complaint in writing:

2. Your complaint should be addressed to our Data Protection Officer, who is responsible for overseeing data protection compliance within Whitfield Aspen School at dpo@dataprotection.education.

3. Ensure your complaint includes the following essential information:

4. Your full name and contact details. This includes your postal address, email address, and a contact telephone number so that we can communicate with you regarding your complaint.

5. Details of your original Data Rights Request (if applicable). If your complaint relates to a specific request you made, please include the date of your request and a summary of what you asked for.

6. A clear and concise description of your concerns: Please explain in detail what your complaint is about, including specific dates, events, and individuals involved where relevant. The more information you provide, the better we can understand and investigate your concerns.

7. Copies of any relevant correspondence or evidence: Please attach any documents, emails, or other materials that support your complaint. This could include copies of your initial request, our previous responses, or any other relevant communications.

Telephone: 0800 0862018 | Email:info@dataprotection.education
Data Protection Education Ltd. is a limited company registered in England and Wales. Company No. 10863106
Registered Office: 1 Saltmore Farm, New Inn Rd, Hertfordshire, SG7 5EZ

Acknowledgement of Your Complaint

Upon receipt of your written complaint, we will:

1. Acknowledge your complaint in writing within 5 working days. This acknowledgement will confirm that we have received your complaint and that it is being processed.
2. Provide you with a unique log number. This reference number should be quoted in all future correspondence related to your complaint, as it will help us to track and manage your case efficiently.

Investigation and Response

Your complaint will be reviewed by a Senior member of the DPO team, not previously involved in handling your SAR.

We will investigate the matter in line with the requirements of the Data Use and Access Act 2025.

A full written response will be provided within **one month** of receipt of your complaint.

If more time is needed due to complexity, we will inform you in writing and explain the reasons for the delay.

Outcome

Our comprehensive written response to your complaint will include the following:

1. The findings of the investigation. This will clearly state whether your complaint has been upheld, partially upheld, or not upheld, and the reasons for this decision.
2. Any action we will take to resolve your concerns. If your complaint is upheld or partially upheld, we will outline the specific steps we will take to address the issues raised. This may include corrective actions, changes to our processes, or other appropriate remedies.
3. Your right to escalate the matter to the Information Commissioner's Office (ICO). We will inform you of your right to refer your complaint to the Information Commissioner's Office if you remain dissatisfied with our response or the outcome of our investigation.

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Escalation to the ICO

If, after receiving our final response, you remain dissatisfied with the outcome of your complaint, or if you believe that your personal data has been handled in a way that is not compliant with data protection law, you have the right to escalate your concerns to the Information Commissioner's Office (ICO). The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

You can contact the ICO using the following details:

Website: For more information and to make a complaint online, please visit: www.ico.org.uk

Telephone: You can speak directly to an ICO advisor by calling: 0303 123 1113

Post: You can send your complaint by mail to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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