Policy Title:	Data Protection Complaints Policy and Form	**Website**
Author:	Head of Operations	Checked by: The Head
Date of most recent review:		September 2026
Date of next review:		September 2027

1 Purpose and scope

1.1 This policy outlines the School's process for managing data protection complaints under the UK General Data Protection Regulation (**UK GDPR**), and the Data Protection Act 2018 (**DPA 2018**) and amendments under the Data Use and Access Act 2025 (**DUAA)**.

1.2 The School takes data protection complaints very seriously. We are committed to using personal data lawfully, fairly and transparently, and to meeting our obligations under data protection law. We aim to handle personal data responsibly and with care, and to respect the rights of pupils, parents, staff and others whose personal data we process.

1.3 This policy applies to all individuals whose personal data is processed by the School, including pupils, parents, guardians, staff, former staff, prospective pupils and their families, alumni, visitors and contractors.

2 Definitions and interpretation

2.1 References to calendar days mean all consecutive days, including weekends, bank holidays and School holidays. Where obligations under data protection law apply by reference to calendar days, the School will take steps to comply with those obligations notwithstanding periods when the School is closed.

3 How to make a complaint

3.1 We encourage individuals to raise any concerns with us informally in the first instance, so that we can try to resolve the matter quickly and constructively. Please kindly contact the member of staff you have been dealing with, or the Data Protection Lead. If the matter cannot be resolved informally, or if you would prefer to make a formal complaint, you can do so using the process set out in this policy.

3.2 You can submit a complaint by any means, such as email, post or phone to help us to address your complaint promptly and effectively. If the complaint cannot be resolved informally, we ask that you complete the attached Complaints Form.

3.3 Once you have completed the attached Complaints Form, please email the completed form to *office@dokschool.org*

3.4 If you are making a complaint on behalf of someone else, please provide evidence that you are authorised to act for them (for example, a signed letter of authority). We may ask for additional verification where appropriate. If sufficient authority is not provided, our response may be delayed, or we may not respond at all. See section 5 for complaints made by parents about their child's personal data.

3.5 To help us respond to your concerns in a timely manner, we kindly ask that you refrain from submitting multiple complaints regarding the same issue. Multiple submissions can delay our ability to provide a response.

4 Complaints process

4.1 We will acknowledge receipt of your complaint within 30 calendar days.

4.2 Your complaint will usually be reviewed by the data protection Lead.

4.3 We will aim to provide a full response without undue delay **OR** within 30 calendar days. If we need more time, we will inform you of the reasons for the delay and provide an updated timeframe as soon as possible.

4.4 We may reject your complaint if it does not fall within the scope of this complaints policy. For example, if your complaint is about the School's approach to data protection generally and does not relate to your personal data.

4.5 If you are dissatisfied with our response to your complaint, please let us know so that we can try to resolve any remaining concerns. You can also make a complaint to the Information Commissioner's Office (ICO) at any time.

5 Complaints made by parents

5.1 Parents may make data protection complaints about the School's handling of their own personal data. Parents may also raise concerns about the handling of their child's personal data. Where the complaint relates to the personal data of an older child (usually Year 7 and above), the School may need to consider whether the child has sufficient maturity to exercise their own data protection rights and whether the parent is authorised to act on the child's behalf or receive information relating to the complaint. This does not affect or reduce a parent's rights under the Parent Complaints Policy.

6 General

6.1 The School discourages complaints written using AI. This is because AI-generated complaints often fail to reflect the complainant's voice, lack specific detail and can be legalistic, making a complaint more complex than necessary. The School may request clarification or summarisation where a complaint is excessively lengthy, contains irrelevant or generic material, or includes inaccurate legal assertions which obscure the substance of the concern. The School reserves the right to limit its investigation and response to the substantive issues raised.

6.2 The School does not accept the use of the complaints process as a means to seek general information about the School's compliance. Complaints must focus on concerns or issues relating to the complainant's personal data (or in some cases their child's).

Complaints Form

Complainant Details

Full name: _____
Contact email: _____

(If you are making a complaint on behalf of another individual, please fill out the details below.)

Individual's full name: _____
Individual's contact email (except for children):
_____

Your relationship to them: _____

Please attach evidence of authority to act on behalf of this individual. This is not needed for parents making a complaint on behalf of their child, but we may seek evidence of authority if appropriate. See paragraph 5 of the Complaints Policy.

Details of the Complaint

Please describe the issue below as concisely as possible:

_____

_____

_____

What outcome are you seeking?

_____

_____

Declaration

I confirm that the information provided in this form is complete and accurate to the best of my knowledge.

Signature: _____

Date: _____