



Kingsclere CE Primary School

Data Protection Complaints Procedure

Date created	June 2026
Review period	Annual
Next due for review	June 2027
Governors Committee Responsible	FGB
Date Reviewed	



Kingsclere CE Primary School, Ash Grove, Newbury, Berkshire, RG20 5RE

Hand in hand we learn, we grow, we soar.

1. Purpose

Kingsclere CE Primary School is committed to handling personal data lawfully, fairly and transparently. This procedure explains how individuals can raise concerns or complaints about how the school has collected, used, shared, retained or otherwise processed personal data. This procedure applies to pupils, parents, carers, staff, governors and any other individual whose personal data is processed by the school. This procedure operates separately from the school complaints procedure and relates specifically to data protection matters.

2. What is a Data Protection Complaint?

A data protection complaint is an expression of dissatisfaction relating to the school's handling of personal data. Examples include concerns about Subject Access Requests, data sharing, data accuracy, data retention, CCTV, safeguarding records, privacy notices and data security incidents. A complaint does not need to mention data protection legislation to be treated as a data protection complaint.

3. How to Make a Complaint

Complaints may be submitted by email to adminoffice@kingsclere.hants.sch.uk, in writing to the Data Protection Officer, by telephone or in person via the school office. Complaints received through other routes will be forwarded promptly to the Data Protection Officer.

4. Acknowledgement of Complaints

The school will acknowledge receipt of a data protection complaint within 30 calendar days unless a full response is provided within that period. The acknowledgement will confirm receipt, explain the next steps and provide contact details for further enquiries.

5. Investigation

The school will investigate complaints without undue delay. This may include reviewing records, speaking to relevant staff members and considering applicable legislation and guidance. The complainant may be contacted for further information if required.

6. Complaint Outcomes

The school will provide a written response outlining the findings of the investigation, any actions taken, any improvements identified and information about further rights available to the complainant.

7. Escalating a Complaint

If the complainant is dissatisfied with the school response, they may raise the matter with the Information Commissioner's Office (ICO). The school encourages concerns to be raised with the school first wherever possible.

8. Recording Complaints

The school will maintain a record of all data protection complaints, including the nature of the complaint, actions taken, outcomes and any lessons learned. Records will be retained in accordance with the school Data Retention Schedule.

9. Learning and Improvement

Following the conclusion of a complaint, the school will consider whether policies, procedures, training or safeguarding arrangements require improvement and will take action where appropriate.

10. Monitoring and Review

This procedure will be reviewed annually or sooner if changes in legislation, guidance or school practice require it.