Information Governance
Support Services
by Stockport Council

IGSS/G/012

Cheadle Village Primary School

Data Protection Complaints Guidance

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1. Introduction

Cheadle Village Primary School take the privacy and security of personal information seriously. If you are concerned about how the school has collected, used, shared, stored or otherwise handled personal information, you have the right to raise a data protection complaint.

This procedure explains how the school will investigate concerns relating to personal data and how we will keep you informed throughout the process.

The procedure has been developed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

2. What is a data protection complaint?

A data protection complaint is a concern that the school has not handled personal information in accordance with data protection law.

Examples include concerns about:

- How personal information has been collected, used or shared.
- The school's response to a Subject Access Request (SAR).
- Incorrect or inaccurate personal information.
- How long personal information is retained.
- The security of personal information.
- A personal data breach involving your or your child's information.
- Automated decision-making involving personal information.

3. What is not covered by this procedure?

This procedure only applies to concerns about the handling of personal information.

The following should be raised through the school's normal complaints procedure:

- Concerns about teaching, learning or educational provision.
- School policies or operational decisions.
- Staff conduct or behaviour.
- General customer service concerns.
- Complaints about services rather than the use of personal information.

Requests for information under the Freedom of Information Act are also handled separately. Please see the Data Subject Rights Guidance and Procedures at: https://cheadlevillageprimary.co.uk/wp-content/uploads/2026/10/Data-Subject-Rights-Guidance-and-Procedures-Cheadle-Village-Primary-School-October-2026.pdf

4. Who can make a complaint?

A data protection complaint may be made by:

- An individual about their own personal information.
- A parent or person with parental responsibility acting on behalf of a child.
- A person authorised to act on behalf of another individual.
- A legal representative.

The school may ask for evidence of parental responsibility, identity or written authorisation before investigating a complaint.

5. How to make a data protection complaint

You can submit a complaint by:

- Emailing the school.
- Writing to the school
- Completing any online form made available by the school.
- Speaking to a member of staff who can help you submit your concerns.

When making a complaint, please provide:

- Your name and contact details.
- The name of the pupil (where relevant).
- A description of your concerns.
- Copies of any relevant correspondence or evidence.
- Details of the outcome you are seeking.

6. Acknowledgement of your complaint

We will acknowledge receipt of your complaint within five school days wherever possible.

The acknowledgement will explain:

- That your complaint has been received.
- How it will be handled.
- Who is responsible for investigating it.
- How you can contact us if you have any questions.

If we need further information to understand your concerns, we may contact you for clarification before proceeding.

7. How we will investigate

The school will carry out a fair and proportionate investigation into your complaint.

This may include:

- Reviewing relevant records and correspondence.
- Speaking with staff involved.
- Reviewing policies, procedures and system records.
- Considering whether the school's actions complied with data protection legislation.

We will keep you informed if the investigation is likely to take longer than expected.

8. Timescales

We aim to provide a full written response within one month of receiving your complaint.

If the complaint is particularly complex and cannot be completed within this timeframe, we will write to explain:

- Why there is a delay.
- What action has been taken so far.
- When you can expect a final response.

9. Complaint outcomes

Once our investigation is complete, we will provide a written response explaining our findings.

Your complaint may be:

- Upheld – we agree that an issue has occurred.
- Partially upheld – some aspects of the complaint are justified.
- Not upheld – we have found no evidence of a breach of data protection requirements.

Our response will include:

- The outcome of our investigation.
- The reasons for our decision.
- Any action we have taken or will take to address identified issues.
- Information about how to escalate your concerns if you remain dissatisfied.

10. Escalating your complaint

If you remain dissatisfied after receiving the school's final response, you have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's

independent regulator for data protection.

Information Commissioner's Office (ICO)
Website: www.ico.org.uk

The ICO normally expects individuals to give organisations the opportunity to investigate and respond before making a complaint to them.

11. Learning from complaints

The school is committed to learning from complaints and improving how personal information is managed. Where appropriate, we will use the findings from complaints to:

- Improve policies and procedures.
- Identify training needs.
- Reduce the chances of similar issues occurring in the future.

This helps us ensure that personal information is handled lawfully, fairly and securely.

Document Control

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