Hightown JI&N School

Data Protection

Complaints Policy

Approved by:	Russell Ingleby	**Date:**	14th May 2026
Last reviewed on:	14tth May 2026		
Next review due by:	13th May 2027		

1. Aims

This policy outlines how individuals can raise concerns about the way the school handles their personal data, and how those concerns will be addressed in line with the Data (Use and Access) Act 2025 (DUAA) and the UK General Data Protection Regulation (UK GDPR).

2. Scope

If someone considers that the school has infringed data protection legislation because of the way we have handled their personal information (or the personal information of someone they are acting on behalf of), they can complain.

This policy applies to any data subject whose personal data we are processing, including children, parents and carers, staff, governors, volunteers, job applicants and visitors to the school.

For example, data subjects may submit complaints about:

- the way we have responded to their subject access request (SAR), or other rights request;
- the security measures we have used to store their information (eg someone who has been impacted by a data breach, regardless of whether it's reportable to us); or
- how we have collected or used their personal information (eg where we have stored it, how long we have kept it for, or its accuracy).

3. How to make a complaint

Data protection complaints should, preferably, be submitted in writing to

- office@hightown.kirklees.sch.uk
- Hightown JI&N School, Hightown Road, Liversedge, West Yorkshire, WF15 8BL

If either method is not easily accessible, then complainants should speak to a member of staff.

We ask that complaints include:

- Full name
- Contact details
- Description of their concerns
- Any supporting evidence

If the complaint is unclear, we will ask for further information so that we can investigate appropriately.

If the complaint is made on behalf of someone else, eg a solicitor on behalf of a client, proof of authority to act must be provided. In the case of parents complaining about the processing of their child's personal data, we may seek consent from the child if they are able to understand their own privacy rights and will also consider any relevant safeguarding context.

4. Identity Verification

To protect personal data, the school may request ID verification before investigating a complaint. Acceptable forms include:

- Passport or driving license (for individuals)
- Written consent (for representatives)

5. Acknowledgement and response times

All complaints received will receive an acknowledgement within 30 calendar days of receipt.

A full response will be provided without undue delay, this will typically be within 60 calendar days, unless complexity requires more time.

If there is likely to be a delay, we will inform the complainant about our progress.

6. Investigation process

All complaints will be investigated by the Data Protection Officer or Data Protection Lead, referring to relevant staff where necessary.

Following completion of the review the complainant will be informed of the outcome and any remedial actions. This will clearly explain what we have done to resolve the complaint, and where appropriate, any remedial actions we have taken as a result. If we think that we have complied with data protection law this will be explained in detail.

7. Escalation

If the complainant is unhappy with the outcome of the review then they may escalate the matter to the Information Commissioner's Office (ICO). Details of how to do this are available here https://ico.org.uk/make-a-complaint/data-protection-complaints/

8. Review

Once we have included our investigation and provided an outcome, we will review what happened and consider if there is anything that we can do to improve our data protection practices and to prevent future complaint.