Southend YMCA Community School

building a future

Data Protection Complaints Policy

Approved by: Governing Body & Headteacher	Date: July 2026
Last reviewed on:	July 2026
Next review due by:	July 2027

Data Protection Complaints Policy

1. Purpose

This policy outlines how individuals can raise concerns about how Southend YMCA Community School handles their personal data (or that of others they represent). It ensures compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

2. Scope

This policy applies to complaints from any data subject whose personal data we process, including:

• Pupils / students (considering their age and competence)

• Parents / carers

• Staff

• Governors / trustees

• Other third parties

Data protection complaints include (but are not limited to):

• Inaccurate, incomplete, or outdated personal data

• Unlawful or unfair processing / sharing of data

• Delays or issues with Subject Access Requests (SARs) or other data subject rights

• Data breaches or unauthorised disclosures

• Concerns about retention, security, or transparency

• Issues with automated decision-making or profiling

This policy is separate from the school's general complaints procedure. General complaints with a data protection element will have the data protection aspects handled under this policy (with the broader issues addressed via the normal process where appropriate).

3. How to Make a Complaint

You can complain: • By email: Andy@dpoforeducation.co.uk

• By post: Southend YCMA Communty School, Ticket House, 110 East Street, Southend-on-Sea, Essex SS2 6LH

• In person or by phone: Contact the school office (we will record details and direct appropriately)

Provide as much detail as possible:

• Your full name and contact details

• Relationship to the data subject (if not yourself)

• Description of the complaint and relevant dates

• Any supporting evidence

• Desired outcome

Complaints on behalf of others require proof of authority (e.g., signed consent, power of attorney). For parents complaining about a child's data, we consider the child's competence and any safeguarding issues.

4. Identity Verification and Authority

We may request proof of identity (e.g., passport, driving licence) or authority before investigating, to protect personal data. We will do this promptly and only where necessary.

5. Acknowledgement and Response Times

• We will acknowledge receipt within 30 calendar days (starting the day after receipt).

• We will investigate and provide a substantive response without undue delay. We will keep you updated on progress.

• During school holidays or staff absences, we maintain arrangements to handle complaints.

6. Investigation Process

• The DPO or designated Data Protection Lead will oversee the investigation.

• Relevant staff will be consulted where necessary.

• We will act fairly, objectively, and in line with data protection principles.

• Where appropriate, we will take remedial actions such as correcting data or improving processes.

• You will receive a written outcome explaining our findings and any next steps.

7. Escalation

If you are unhappy with our response (or we fail to respond appropriately), you have the right to complain to the Information Commissioner's Office:

https://ico.org.uk/make-a-complaint/

ICO address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

8. Record Keeping

We will maintain a secure log of complaints, including details, outcomes, and actions. Records will be kept in line with our retention schedule and the accountability principle of UK GDPR. Access is restricted.

9. Training and Awareness

All relevant staff are trained to recognise and appropriately route data protection complaints. This policy is publicised via our website, privacy notices, and on request.

10. Review

This policy will be reviewed annually or sooner if there are significant changes in law or guidance. Contact the DPO for questions or to request a copy in an alternative format.