



Cotmanhay  
Infant and  
Nursery School

## GDPR and DPA Complaints Procedure

- Complete Revision  
 Partial Revision  
 New  
 No changes

Review cycle:  
3 yearly or when updated

Pages:  
2

Author of the policy:

<input type="checkbox"/> Derbyshire County Council	<input type="checkbox"/> School based	<input checked="" type="checkbox"/> Other
	Name:	Details: John Walker DPO

If Derbyshire County Council / DfE, which issue number: N/A

Issue 1	Issue 2	Issue 3	Issue 4	Issue 5	Issue 6	Issue 7	Issue 8	Issue 9	Issue 10

REVISION RECORD:

Review date	Revised by	Comments
14.05.21	KD	Contact info for ICO added and minor changes.
17.12.21	KD	Amended to include Vexatious RFI and to be used in conjunction with School Complaint procedure.
21.05.2024	SW	Amended to include contact details

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.



## GDPR and DPA Complaints Procedure

### GDPR and DPA Complaints

Complaints concerning Data Protection and Freedom of Information should be directed in the first instance to the Data Protection Compliance Manager c/o the School Office or the Data Protection Officer, J A Walker, Office 7, The Courtyard, Gaulby Lane, Stoughton, Leicestershire LE2 2FL, thereafter the most appropriate course of action will be advised depending on the nature of the complaint.

All Staff must be aware of the school's complaints process and they should direct the person to the school website and the School Complaints Policy.

The School Complaints Policy sets out the complaints process. This will be the basis for dealing with Data Protection Complaints and appeals. A written outcome will be provided.

### Vexatious requests for information

If a complainant persists to the point that the school considers it **may** constitute harassment or a risk to the safety of staff, school should consider contacting the police and obtain legal advice as the next steps. Different procedures apply to Freedom of Information (FOI) and Data Protection (DP) correspondence. The school should consult their FOI or DP advisor about these. Regardless of any communication strategy, school must provide parents and carers with the information that are entitled to under The Education (Pupil Information) (England) regulations 2005 within the statutory time frame. Different procedures apply to FOI and DP correspondence. Schools should seek further advice from their FOI and DP advisor about any request.

More information about dealing with vexatious requests for information is available on the Information Commissioner's Office (ICO) website and the office can be approached for advice.

The Data Protection Compliance Manager/Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

The school complaints policy sets out the complaints process. This will be the basis for dealing with Data Protection Complaints and appeals. A written outcome will be provided.

If the school does not comply with a Subject Access Request within 1 month (subject to any extension), or refuses all or part of the request, written reasons will be provided, setting out the principles for the refusal. The data subject(s) will be notified of the right to complain directly to the Information Commissioner, whose details will be in the response.

If you feel that school have not dealt with your matter satisfactorily you can complain to the Information Commissioner

**By post:**

Customer Contact  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

**Or by email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)

More information is on the ICO website [www.ico.org.uk/](http://www.ico.org.uk/)