



Data Protection Complaints Procedure

1. Purpose

The College is committed to protecting the personal data of pupils, parents, staff, governors, alumni, contractors and other individuals in accordance with UK data protection legislation.

This procedure explains how individuals may raise concerns regarding the College's handling of personal data and how those concerns will be managed.

2. Scope

This procedure applies to complaints relating to:

- The collection, use, storage or sharing of personal data.
- Subject Access Requests and other individual rights requests.
- The accuracy of personal information.
- Data retention practices.
- Data breaches.
- The use of CCTV, photographs or recordings.
- Marketing communications.
- Any other matter relating to the processing of personal data by the College.

This procedure does not replace the College's formal Complaints Policy but specifically addresses concerns relating to data protection matters.

3. Making a Complaint

Complaints may be submitted by:

- Email: Dataprotection@framlinghamcollege.co.uk
- In writing to: The Data Protection Lead, Framlingham College, College Road, Framlingham, Woodbridge IP13 9EY.
- Through any other reasonable communication channel, including via a member of staff.

A complaint should include:

- The complainant's name and contact details.
- A description of the concern.
- Relevant dates and supporting information.
- Details of any resolution sought.

4. Acknowledgement

The College will acknowledge receipt of a complaint without undue delay and no later than 30 calendar days from receipt.

Where possible, acknowledgements will normally be issued within five working days.

The acknowledgement will:

- Confirm receipt of the complaint.
- Identify the person handling the matter.
- Explain the next steps in the process.
- Provide an indication of anticipated timescales.

5. Investigation

The College will investigate all data protection complaints fairly and objectively.

The investigation may include:

- Reviewing relevant records and correspondence.
- Speaking with staff members involved.
- Consulting the College's Data Protection Officer where appropriate.
- Considering relevant legal and regulatory requirements.

The College may contact the complainant to seek clarification or further information where necessary.

6. Communication During the Investigation

The College will keep complainants informed of progress where investigations are likely to take an extended period.

Updates will be provided where appropriate, including explanations for any delays.

7. Outcome

Following investigation, the College will provide a written response setting out:

- The findings of the investigation.
- Any action taken or proposed.
- Any lessons learned or improvements identified.
- Information about further escalation options.

Where the complainant remains dissatisfied, they may contact the Information Commissioner's Office (ICO).

8. Record Keeping

The College will maintain records of:

- Complaints received.
- Investigations undertaken.
- Correspondence and evidence considered.
- Outcomes and actions taken.

Records will be retained in accordance with the College's Retention Schedule.

9. Monitoring and Review

The College will periodically review data protection complaints to identify trends, risks and opportunities for improvement.

Anonymised information may be reported to senior leaders and governors as part of the College's governance and compliance arrangements.