

Data Protection Complaints Procedure



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Review date:	June 2028
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Data Protection Complaints Procedure

1. Purpose & Scope

This procedure outlines how Great Crosby Catholic Primary School handles complaints regarding the processing of personal data, potential data breaches, or failures to uphold data subject rights. It applies to all data subjects whose personal data is processed by the school.

2. How to Submit a Complaint

Individuals can submit a data protection complaint through the following channels:

- **Email:** dpo.gcp@schools.sefton.gov.uk
- **Post:** Data Protection Team, Great Crosby Catholic Primary School, the Northern Road, Crosby, Liverpool, L23 2RQ
- **By phone:** 0151 924 8661
- **In Person:** Great Crosby Catholic Primary School, the Northern Road, Crosby, Liverpool, L23 2RQ

To help us investigate, the complaint must include:

- Full name and contact information.
- A clear description of the issue and/or the incident date.
- Any reference numbers related to previous correspondence (e.g., a previous Subject Access Request).

3. Procedure Stages

Stage 1: Acknowledgment

- Upon receiving a complaint, the Data Protection Team (DPT) will log the complaint and issue a formal acknowledgment within **30 days** of receipt.
- If the complaint is unclear, the DPT may contact the complainant to clarify the scope of the investigation.

Stage 2: Investigation

- The DPT (or Data Protection Officer - DPO) will investigate the matter impartially.
- The investigation will review how the personal data was processed, whether internal policies were followed, and if a data breach occurred.
- The DPT will communicate with the complainant throughout if delays are expected.

Stage 3: Response

- The school will provide a comprehensive response detailing the outcome of the investigation without undue delay.
- If the complaint is upheld, the response will outline the actions taken to resolve the issue and prevent future occurrences.
- If the complaint is rejected, clear reasons will be provided.

4. External Escalation

If the complainant remains unsatisfied with the internal outcome, they hold the statutory right to escalate their concerns to the relevant supervisory authority. In the UK, this is the [Information Commissioner's Office \(ICO\)](#).

5. Standard Acknowledgment Email Template

Subject: Acknowledgement of Data Protection Complaint - Ref: [Reference Number]

Dear [Name],

Thank you for your data protection complaint submitted on [Date] regarding [briefly state what they are complaining about].

We are writing to acknowledge receipt of your complaint. We take our obligations very seriously and are now conducting a thorough investigation into the handling of your personal data.

We aim to provide you with a full response and the outcome of our investigation without undue delay, and no later than [Date, typically 30 days from receipt]. If your complaint is complex and requires further time to investigate, we will notify you before this deadline.

If you have any further questions in the meantime, please contact us at [Email Address].

Yours sincerely,

[Name / Title]
Data Protection Team
[School Name]

6. Standard Final Response Email Template

Subject: Response to Data Protection Complaint - Ref: [Reference Number]

Dear [Name],

Thank you for your patience while we investigated your complaint regarding [issue].

Our investigation into how your personal data was handled revealed the following:

[Select the appropriate bullet points below]

- We found no evidence of a data protection failure, and your data was processed in compliance with the Data Protection Act and UK GDPR.
- We identified an error in how your data was [describe the error, e.g., shared/stored]. We have taken the following remedial actions: [List actions, e.g., updated our systems, trained staff].
- We found that your data subject rights were not upheld within the statutory timeframe, and we apologise for this delay.

If you are dissatisfied with this outcome, you have the right to escalate your complaint to the Information Commissioner's Office (ICO).

Yours sincerely,

[Name / Title]
Data Protection Team
[School Name]