

Culford School Data Protection Complaints Policy

1. Introduction and Purpose

Culford School (the "School") is committed to protecting the personal data of its staff, pupils, parents, and third parties. This policy outlines the specific process for handling complaints regarding the processing of personal data. It is designed to ensure compliance with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 (DPA 2018), and the New Data Use and Utility Act (DUUA).

Effective from June 19, 2026, the Information Commissioner's Office (ICO) requires data controllers to respond to data protection complaints directly before individuals can escalate the matter to the ICO.

2. Scope

This policy applies to all personal data handled by Culford School where the School acts as a "data controller". It covers complaints from:

- Current and former employees and contractors.
- Parents and pupils.
- Governors, volunteers, and commercial customers.
- Any other third party whose data is processed by the School.

3. Principles of Handling Complaints

The School adheres to the following principles when managing data protection complaints:

- Fairness: All complainants are treated equally and investigations are impartial.
- Confidentiality: Details are shared only on a "need-to-know" basis.
- Transparency: Complainants will be kept informed of the progress of their investigation.
- Promptness: Complaints will be acknowledged and resolved within statutory timescales.

4. How to Make a Complaint

4.1. Preferred Method

Complaints should be submitted in writing to the School's Data Protection Lead.

Role	Contact Details
Data Protection Lead	Emma Hillier
Email	Compliance@culford.co.uk
Postal Address	Culford School, Bury St Edmunds, Suffolk, IP28 6TX

4.2. Social Media

If a data protection complaint is received via social media, the School will respond and request that the complainant move the discussion to a more secure communication format.

5. Complaints Handling Procedure

5.1. Stage 1: Acknowledgment

The School will acknowledge receipt of a complaint within 30 days, as required by the DUUA.

5.2. Stage 2: Investigation

A lead investigator, typically the Head of Compliance, will conduct a thorough review of the data protection complaint. The investigation findings will be submitted to a member of the schools leadership team for an independent review in order to avoid any conflict of interest.

Step	Action	Timeline
1	Acknowledgment & Initial Review	Within 30 days
2	Formal Investigation and final response	Without undue delay

5.3. Stage 3: Final Response

The final response will provide the findings of the investigation, the decision (upheld or rejected), and any remedial actions taken.

5.4 Supervisory Authority (The ICO)

If the complainant remains dissatisfied after the internal review, they have the right to lodge a complaint with the Information Commissioner's Office (ICO).

ICO Contact Details:

Created: June 2026
V1.0

- Website: <https://ico.org.uk>
- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

6. Record Keeping

The School will maintain a written record of all formal data protection complaints and the actions taken as a result. These records are kept in the Data Protection Complaints Register and retained for a minimum of 6 years in accordance with regulatory requirements.