

Data Protection Complaints Process

Information for pupils and parents/carers

What this process is for

This process explains how you can complain if you think we have not handled personal information properly (for example, information about a pupil or parent/carer).

A data protection complaint can be about:

- how we responded to a subject access request (SAR) or other information rights request;
- how we kept information secure (including concerns about a data breach); or
- how we collected, used, shared, stored, kept or corrected personal information.

If your concern is about something else (e.g., teaching, behaviour, admissions, SEND provision), please use our Complaints Policy which can be found on the school website. You can access the school website through the Trust's website:

[School Website](#)

Who can complain?

Anyone can raise a data protection complaint about how we have used their personal information (or information of someone they act on behalf of).

Children and young people can complain in their own right. We will explain things in clear, age-appropriate language and consider your ability to understand and exercise your rights.

How to make a data protection complaint

You can complain directly to us in whatever way is easiest for you. We accept complaints via email or letter. You may use our form which can be found here: [Data Protection Complaint Form](#) which ensures we receive the necessary information to manage your complaint efficiently, and email this to dataenquiries@bccet.org.uk. Alternatively, you can send your complaint to:

Role: CSO lead for data enquiries

Post: Bishop Chadwick Catholic Education Trust
Evolve Business Centre
Cygnet Way
Rainton Business Park
Houghton-le-Spring
DH4 5QY

You can also raise your complaint with your school office and ask them to pass it to the relevant contact.

What to include (if you can)

If you are not using the online form, please include the following:

- your name and contact details;

- the pupil's name and school (if relevant);
- what happened and when;
- what information you think is involved;
- what outcome you would like.

If you are complaining on behalf of someone else, we may need evidence you have authority to do so (for example, parental responsibility or written consent, depending on the circumstances).

What we will do when we receive your complaint

We will acknowledge receipt within 30 days.

Our acknowledgement will confirm we've received it and that we are looking into it. Sometimes we can investigate and provide a full outcome within 30 days. In that case, we may not send a separate acknowledgement first.

We will investigate and keep you informed

We will take appropriate steps without undue delay, including making enquiries and keeping you informed.

We may ask you for more information if we need it to understand the issue.

Timescales for our response

We aim to resolve most complaints as quickly as possible.

We will provide an acknowledgement within 30 days of receiving your complaint and tell you the outcome without an unjustifiable or excessive delay once our investigation is finished. If your complaint is complex and will take longer, we will explain why and keep you updated.

The outcome you will receive

When we respond, we will:

- explain what we found and how we reached our conclusion
- where applicable, explain what we have done to resolve the issue and any actions taken (if appropriate)

Your right to complain to the ICO

You have the right to complain to the Information Commissioner's Office (ICO) at any point. In most cases, the ICO will expect you to raise your complaint with us first.

Accessibility and support

If you need help making a complaint (for example, due to disability, language needs, or because you are a child/young person), tell us and we will make reasonable adjustments.

Records and learning

We keep records of complaints and our actions so we can respond properly and learn lessons to improve.