



Countesthorpe Leysland Community College

General Data Protection Regulations (GDPR) and Data Protection Act (DPA) Complaints

All Staff must be aware of the complaints process. All complaints should be directed to the Principal, Catherine Aitcheson or Business Manager, Surinder Kaur. If any member of staff is aware that a person wishes to complain they should direct the person to the school website and complaints policy and form.

We have appointed a Data Protection Officer who 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.