



Countesthorpe Academy

General Data Protection Regulations (GDPR) and Data Protection Act (DPA) Complaints 2021 - 2022

Policy Reviewed and Adopted by the Governing Board on:

September 2021

Signed (Chair of Local Governing Board):

Mr J Taylor

Date of Next Review:

September 2022

Responsible Officer:

Mrs S Kaur

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 Headteacher, Mrs C Aitcheson or Business Manager, Mrs S 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 Academy's 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 Academy 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.