

## **Complaint Policy Insert**

### **GDPR and DPA Complaints**

All Staff must be aware of the complaints process. All complaints should be directed to the School Business Manager. 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.

#### **ADD TO POLICY**

The School Business Manager 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.

If you feel that the school have not dealt with your matter satisfactorily you can complaint to the Information Commissioner

By post:  
Customer Contact  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Or by email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

More information is on the ICO website [www.ico.org.uk](http://www.ico.org.uk)

**COMPLAINTS POLICY WILL NEED TO BE REVIEWED AND ADDITIONS MAY BE NEEDED TO CLARIFY AND CONFIRM THE PROCESS**