



Complaints relating to GDPR

All Staff must be aware of the complaints process. All complaints should be directed to the Headteacher, Louise Foster and/or Data Protection Officer, John Walker. If any member of staff is aware that a person wishes to complain they should direct the person to the school website and the school Complaints Policy.

Louise Foster, John Walker and our Governing Body are 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/trust have not dealt with your matter satisfactorily you can complaint to the Information Commissioner

We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your mail server does not support TLS, you should be aware that any emails you send to us may not be protected in transit. You may complain in writing to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. Or by email: casework@ico.org.uk

More information is on the ICO website www.ico.org.uk/