



Data Protection Complaints Procedure

What this process is for

This process explains how you can complain if you think we have not handled personal information properly.

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, please contact highfieldprimary@hcps.org.uk for further information.

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).

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, letter or telephone. We have an online form which can be used to capture the details of the complaint you wish to raise. You can then send your complaint to:

Email: highfieldprimary@hcps.org.uk

Telephone: 01207545972

Post: Whinfield Way, Rowlands Gill, NE39 2JE

What to include (if you can)

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

- your name and contact details;
- If you are complaining on behalf of someone else, please provide their name and contact details;
- what happened and when;
- what personal 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 all complaints as quickly as possible.

We will provide an outcome without an unjustifiable or undue 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.

Records and learning

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