Data Protection Complaints Policy

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What Are Data Protection Complaints?

If you are unhappy with the way that Elmfield Rudolf Steiner School has handled your personal data, your concerns will be treated as a complaint under data protection legislation. Examples of a complaint include:

- Being unhappy with the way a Subject Access Request (SAR) has been responded to;
- Or concerns over the security measures we employ to keep your personal data secure

If your concern is related to a matter outside of data protection, this will be dealt with under our normal complaints process.

For more information on what does and does not constitute a data protection complaint, see What are data protection complaints? | ICO

How To Make A Data Protection Complaint

In the first instance concerns, questions or complaints should be directed to the Data Protection Lead (DPL) at GDPR@elmfield.com. Your complaint will be acknowledged and processed as outlined below.

Confirming Your Identity and/or Authority

If we do not already have sufficient information to be satisfied of your identity, we may need to ask you for proof of identification. We will ask you for this at the earliest opportunity within the complaints handling process.

If you are making a complaint on behalf of another person (e.g. your child, or someone you act for in a legal capacity), we will need to confirm you are authorised to act on the other person's behalf before the investigation into the complaint can commence.

What We Will Do

In line with obligations set out in data protection law, the following steps will be taken as part of the complaints process.

Your complaint will be acknowledged within 30 days of receiving it.

The DPL will review the complaint to ensure it is relating to data protection. If your complaint is related to matters outside of data protection, this will be dealt with under our normal complaints process. Following review, if your complaint is related to data protection, the DPL will lead on the investigation and response. The Data Protection Officer (DPO), outsourced to SIPS, may also be consulted and may support the school to investigate your complaint.

If required, you may be contacted for clarification about aspects of your complaint.

Without undue delay, the appropriate steps to respond to your complaint will be taken. This may include:

- Reviewing all of the relevant facts thoroughly, fairly and accurately;
- Speaking with relevant members of staff;
- Comparing information provided in the complaint, with information we hold within the Elmfield Rudolf Steiner School;
- Check policies and process have been upheld;
- Discuss with you what outcome you are looking for to help us resolve the complaint;
- Keep you updated about the progress of the investigation;
- Where possible, provide you with a provisional timeframe for the resolution of your complaint.

Following the investigation, the DPL will share the outcome with you, including an explanation of what has been done to resolve your complaint and what actions the Elmfield Rudolf Steiner School has taken as a result.

Following The Outcome

If you are unhappy with the outcome of our complaints handling process, we would encourage you to discuss this with us.

If you require further assistance after contacting the Data Protection Lead, this should then be discussed with the Data Protection Officer who can be contacted at:

Email: gdpr@sips.co.uk
Telephone number: 0121 296 3000.

After contacting the Data Protection Lead and Data Protection Officer, if you remain dissatisfied with the assistance you have received, you can make a formal complaint to the Information Commissioners Office.

The Information Commissioner can be contacted at:

Information Commissioners Office, Wycliffe House Water Lane Wilmslow Cheshire, SK9 5AF
Tel: 0303 123 1113
Website: https://ico.org.uk