



DSTC GDPR Complaints Procedure

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Approved by	Principal	Signed	
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1. Purpose

This procedure explains how DSTC handles data protection complaints in line with the Data (Use and Access) Act (2024), the UK GDPR, the Data Protection Act 2018, and ICO guidance.

2. Who can make a complaint?

Any individual who believes their personal data has been processed unfairly, unlawfully, inaccurately, or without their rights being respected. This includes students, parents/carers, staff, governors/trustees, contractors, visitors, and external stakeholders.

3. How to make a complaint

Complaints may be submitted:

- Verbally
- In writing
- By email
- Via DSTC website
- Through the school office

4. Stages of the complaints process

Stage 1

- Complaint is acknowledged within 5 working days
- Evidence gathered
- Interviews conducted (if necessary)
- DPO consulted for advice
- Findings documented

Stage 2 Outcome Response

- Clear explanation of findings
- Actions taken
- Rights of escalation explained

Stage 3 Escalation

If unresolved, complaints may be escalated to the Principal and/ or the ICO (as a last resort).

4. Timeframes

DSTC aims to resolve all complaints within 20 working days unless complexity requires otherwise.

5. Record keeping

All complaints will be logged and retained securely, with outcomes recorded for reporting and learning.

Appendix 1 checklist

- Complaint logged in google complaints/concerns
- Acknowledgement sent
- Risk level assessed
- Relevant data identified and reviewed
- Staff involved informed
- Witness statements or interviews completed
- Policies/procedures referenced
- Findings recorded
- Recommended actions listed
- Response approved by DPO
- Response issued
- Evidence archived
- Learning fed back to appropriate teams