



Wessex

Learning Trust

We Learn Together

Data Protection Complaints Policy



Wessex Learning Trust

Data Protection Complaints Policy

This policy will be reviewed by the Board of Trustees every three years.



Signature:

Name: Mr Gavin Ball

Position: Chief Executive

Date: 20/11/2025



Signature:

Name: Mr Paul Jacobs

Position: Chair of the Board

Date: 20/11/2025

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1. Purpose

This policy outlines how individuals can raise concerns about the way the Wessex Learning Trust including its schools and establishments within the Wessex Learning Trust (“the Trust”) handle their personal data, and how those concerns will be addressed in line with the Data (Use and Access) Act 2025 (DUAA) and the UK General Data Protection Regulation (UK GDPR).

2. Scope

This policy applies to any data subject whose personal data we are processing. This will include:

- Children
- Parents/carers
- Staff
- Third parties

Complaints may relate to:

- Inaccurate or outdated personal data
- Unlawful data sharing
- Failure to respond to a Subject Access Request (SAR) or concern about full compliance with a SAR
- Excessive data retention
- Inappropriate use of profiling or artificial intelligence
- Any breach of data protection rights

3. How to Make a Complaint

Complaints can be submitted via:

- **Email:** office@wessexlearningtrust.co.uk
- **Post:** Wessex Learning Trust, Station Road, Cheddar, Somerset, BS27 3AQ
- **Phone:** 01934 745363

Or to the relevant school who has been handling your data request/query. Please note that if your complaint is submitted during the school holidays it must be directed to office@wessexlearningtrust.co.uk as this email will be monitored.

We require the complainant's:

- Full name
- Contact details
- Description of their concerns
- Any supporting evidence

If the complaint is unclear, we will ask for further information so that we can investigate appropriately.

If the complaint is made on behalf of someone else, e.g. a solicitor on behalf of a client, proof of authority to act must be provided. In the case of parents/carers complaining about the processing of their child's personal data, we may seek consent from the child if they are able to control their own privacy rights and will also consider any relevant safeguarding context.

4. Identity verification

To protect personal data, the Trust may request ID verification before investigating a complaint. Acceptable forms include:

- Passport or driving license (for individuals)
- Written consent (for representatives)

5. Acknowledgement and response times

Complaints will be acknowledged within 30 calendar days. This includes complaints received during summer holidays.

A full response will be provided without undue delay, typically within 60 days, unless complexity requires more time.

If there is likely to be any delay, we will inform the complainant about our progress and ensure that we have a clear record of our communication with the complainant.

6. Investigation process

The Data Protection Officer (DPO) or in-school Data Protection Lead will review the complaint. Relevant staff will also be consulted.

The complainant will be informed of the outcome and any remedial actions taken.

7. Escalation

If the complainant is dissatisfied with the outcome, they may escalate the matter to The Information Commissioner's Office (ICO): <https://ico.org.uk>

8. Record keeping

All complaints and outcomes will be logged securely and retained in line with the Trust's existing retention schedule for complaints. This is to comply with the accountability principle of the UK GDPR.

9. Review

This procedure will be reviewed every 3 years or upon significant legislative change.