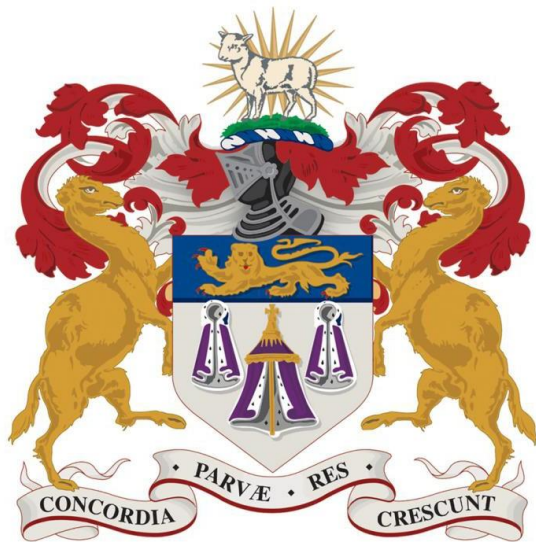




MERCHANT TAYLORS' OXFORDSHIRE ACADEMY TRUST

DATA PROTECTION COMPLAINT PROCEDURE

July 2026

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MRC

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1. Statement of Intent

We take concerns about how personal data is handled seriously. From 19th June 2026, organisations must have a clear process for handling data protection complaints.

If you believe that your personal data has been processed inappropriately, you have a statutory right to raise a complaint under Section 164A of the Data Protection Act 2018.

Complaints relating to personal data handling will be managed in accordance with our Data Protection Policy and the Data Protection Complaints procedure set out below.

The ICO expects us to:

- Provide a way for individuals to raise complaints
- Acknowledge complaints within 30 days
- Investigate and respond without undue delay
- Communicate clear outcomes

2. What is a GDPR Complaint?

This procedure covers complaints about how we handle your personal data. You can use this procedure if you have concerns about:

- **Subject access requests** – if we haven't provided you with access to your personal data within one month, or you believe our response was incomplete or incorrect
- **How we process your personal data** – if you believe we are processing your data unlawfully, unfairly, or without a proper legal basis
- **Accuracy of your data** – if you've asked us to correct inaccurate or incomplete personal data and we haven't done so
- **Data deletion requests** – if you've asked us to delete your personal data and we've refused or failed to do so
- **Objections to processing** – if you've objected to how we're processing your data and we haven't responded appropriately
- **Data security concerns** – if you believe your personal data has been compromised through a data breach or inadequate security measures
- **Withdrawal of consent** – if you've withdrawn consent for us to process your data and we've continued to do so
- **Automated decision-making** – if you believe you've been subject to automated decisions that have significantly affected you
- **Data portability** – if you've requested your data in a portable format and we haven't provided it

This procedure should **not** be used for general complaints about the trust or our schools. For those complaints, please refer to our Complaints Policy, available on our website.

You can find our full Data Protection Policy, which explains how we process and protect personal data, on our website at www.mtoat.co.uk (under Documents) or by requesting a copy from governance@mtoat.co.uk.

3. Raising a Concern

3.1 Who to contact

All data protection complaints should be directed to our Governance Team at governance@mtoat.co.uk. We will handle your complaint in consultation with our Data Protection Officer (DPO), SchoolPro TLC Limited.

3.2 What to include in your complaint

To help us respond to your complaint effectively and efficiently, please provide:

- **Your name and contact details** (email address and/or telephone number)
- **Details of your data protection concern** – please be as specific as possible about what has happened and why you believe your data protection rights have been breached
- **What you would like us to do** to resolve the issue (for example, provide access to your data, correct inaccurate information, delete your data, or stop processing it in a particular way)
- **Any relevant dates or reference numbers** – for example, if you previously submitted a subject access request
- **If you're complaining on behalf of someone else**, evidence of your authority to do so (such as written consent from the individual or proof of parental responsibility)

If you need **support making a complaint, or require reasonable adjustments** to access this procedure, please let us know and we will work with you to ensure you can participate fully.

Anonymous and third-party complaints

We cannot fully investigate anonymous complaints because we need to identify whose personal data is involved and be able to respond to you directly. If you have concerns about making a complaint, please contact us to discuss how we can support you.

If you are making a complaint on behalf of another person (for example, a parent complaining about how their child's data has been handled), we will need evidence that you have the authority to act on their behalf before we can proceed.

4. How We Will Handle Your Complaint

4.1 Our process

- We will acknowledge receipt of your complaint within 30 days of receiving it
- We will investigate your concerns fairly and impartially, in consultation with our Data Protection Officer
- We will keep you informed of the progress of our investigation, particularly if we need more time to investigate complex issues
- We will provide a written response, setting out our findings, whether we have upheld your complaint in full or in part and any actions we have taken or will take to address the issue
- If you remain dissatisfied, you have a right to escalate the complaint to the Information Commissioner's Office.

Where appropriate, we may contact you to request further information or clarification.

4.2 Timescales

For subject access requests specifically: Under the UK GDPR, we must respond to subject access requests within one month of receiving your request. In most cases, we cannot charge for providing this information.

For other data protection complaints: We aim to provide a full response within one month of receiving your complaint. However, if your complaint is particularly complex or we are dealing with multiple complaints from you, we may need up to three months to respond. If this is the case, we will:

- Inform you within one month of receiving your complaint
- Explain why the extension is necessary
- Keep you updated on our progress

4.3 Possible outcomes

If we uphold your complaint, we may take actions including:

- Providing you with access to your personal data
- Correcting inaccurate or incomplete information
- Deleting personal data where we have no lawful basis to retain it
- Stopping or restricting certain types of processing
- Updating our procedures to prevent similar issues occurring
- Providing additional training to staff
- Implementing additional security measures

We will explain clearly what actions we will take and the timescales for implementing them.

If we do not uphold your complaint, we will explain our reasons and inform you of your right to escalate to the Information Commissioner's Office.

4.4 Record keeping

We will keep a record of all data protection complaints for audit and monitoring purposes.

This helps us

- Demonstrate our compliance with data protection law
- Identify trends or recurring issues
- Improve our data protection practices and procedures

Complaint records will be stored securely and retained in accordance with our retention schedule. Only authorised staff and our Data Protection Officer will have access to these records.

5. Scope

This procedure is applicable for all schools within the Merchant Taylors' Oxfordshire Academy Trust (MTOAT):

- Aylesbury UTC
- Brightwell Primary School
- Wallingford School

6. Flexibility and Reasonable Adjustments

The trust recognises its duty under the Equality Act 2010 to make reasonable adjustments to minimise disadvantages for people with disabilities. While this procedure sets out our standard procedures and timeframes, we will make reasonable adjustments to ensure all complainants can access and participate in this process. Any adjustments will be documented, and all parties will be kept informed.

7. Escalation and Further Guidance

7.1 Right to complain to the ICO

You have the right to complain to the Information Commissioner's Office (ICO) at any stage if you're unhappy with how we're handling your data protection rights.

You do not need to wait for our response before contacting the ICO. However, the ICO may ask whether you have raised your concerns with us first, as they encourage organisations and individuals to try to resolve issues directly where possible.

7.2 How to contact the ICO

You can contact the ICO:

Online: Report a concern at <https://ico.org.uk/make-a-complaint/> or <https://ico.org.uk/for-organisations/report-a-breach/>

By phone: 0303 123 1113

By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

The ICO provides guidance and support to individuals about their data protection rights and can investigate complaints about how organisations handle personal data.

7.3 Further support

If you need further information about:

- **Your data protection rights**, visit the ICO's website at <https://ico.org.uk/your-data-matters/>
- **How we process your personal data**, please see our Data Protection Policy and privacy notices, available on our website at www.mtoat.co.uk or by contacting governance@mtoat.co.uk
- **Making a complaint under this procedure**, please contact our Governance Team at governance@mtoat.co.uk

8. Monitoring and Review

This procedure will be reviewed annually by the Trust Board to ensure it remains effective and compliant with current data protection legislation and ICO guidance.

The procedure may be reviewed and updated sooner if:

- There are changes to data protection legislation or ICO guidance
- The ICO provides feedback on our complaints handling
- We identify improvements needed based on complaints received
- There are significant changes to our organisational structure or processes