



Inspire Education Trust

Together we achieve, individually we grow

Data Protection Complaints Policy - Trust

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Document History

Version	Date	Author	Summary Changes
V1	April 2026	M Dorrington	New Policy

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1 Aim

This procedure sets out how Inspire Education Trust will comply with the Data (Use and Access) Act 2025's requirement for organisations to have a process for handling Data Protection Complaints. A Code of Conduct is designed to give clear guidance on the standards of behaviour all Trust staff are expected to observe.

2 Scope of this Policy

This policy is designed to handle **Data Protection Complaints** only. Data Protection Complaints are complaints specifically regarding whether the organisation has followed legislation relating to data protection. It does not cover complaints related to any other activity or other part of the organisation. For these please follow the Trust Complaints Policy found at <https://ietrust.org/policies-procedures/>.

3 How to make Data Protection Complaints

Data Protection Complaints should be made via email where possible, to dpl@ietrust.org. Please use the subject title "Data Protection Complaint," and include a clear description of what you are complaining about (see section 4). Using this method will ensure the complaint is dealt with as quickly as possible.

Inspire Education Trust will accept complaints made via other methods, however these may not be handled as quickly as complaints made via email. Where a complaint is made via an insecure method such as on social media, we will request an alternative contact method to use instead.

Children may make Data Protection Complaints as well. When they do, we will use plain, simple language. Children are allowed to ask an adult such as a parent to make the complaint for them, or to help them with the complaint. When a child complains, we may also ask the Designated Safeguarding Lead at their school to help resolve the complaint.

4 What to include in your Complaint

When making a Data Protection Complaint, you should aim to include:

- A description of the incident which you are complaining about. If this relates to a Subject Access Request or Freedom of Information Request and you have a date and reference number, please include these.
- The reason you are complaining – what you believe was not done correctly. If you have any evidence or supporting information for your complaint, please include these. If there is a specific action or resolution you are hoping for – such as an apology, a change to a decision, or a modification of existing policies or procedures – it may be worth detailing that in your complaint as well.
- Proof of identity, if this is not already established. Please see our Subject Access Request Policy section 4 at <https://ietrust.org/policies-procedures/> for guidance on the forms of identity we will accept. Alternatively, you may wish to wait for us to acknowledge your complaint and ascertain whether we need to confirm your identity first.

- If you are complaining on behalf of another individual, we will usually request confirmation directly from that individual that they are happy for you to act on their behalf for the purpose of handling this complaint.

If your complaint covers multiple areas beyond just data protection, it may be passed on and handled under the Inspire Education Trust Complaints Policy, with only the data protection aspects handled following this procedure.

5 Actions taken in response to Complaint

When we receive a complaint, the Data Protection Lead will take the lead in handling and managing the complaint. They will take the following steps:

- a. Acknowledge receipt of the complaint within 30 days, starting from the day after the complaint was received. This may be combined with requests for ID, if necessary.
- b. Investigate the complaint without any undue delays. Investigating may include making enquiries with other organisations or staff members, consulting with the Data Protection Officer, reviewing materials used that relate to the complaint etc.
- c. Inform the complainant about timeframes of the complaint, as needed.
- d. Record actions relating to the complaint – the date of relevant actions, relevant conversations and documentation, outcome and actions.
- e. Inform the complainant of the outcome (see section 6).

6 Providing the outcome of the Complaint

After all actions relating to the complaint have concluded, we will provide an outcome to the complainant without undue delay. This may involve actions we are taking or an explanation of the actions that we took, clarification of any points around the complaint, or any actions or changes we intend to implement following the complaint. In most cases, complainants should expect a response within 3 months.

If the complainant is not happy with the actions taken, we may consider reviewing the complaint if the complainant can provide reasonable grounds for why they believe their complaint has not been resolved, or believe it can be resolved in a better way. In this case the complainant should respond to the outcome and explain why they would like their complaint reviewed.

We will also provide complainants the contact details for the ICO, for if they feel their complaint has not been adequately handled.

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Reviewed by:

Senior Lead Review: Kay Grainger April 2026

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Approved by Directors: 11.05.26

Signed:



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