

Academies Trust

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Data Protection Complaints Procedure

Appendix 6 of the Data Protection Policy

This document will be reviewed every three years, or more frequently when significant changes are made to the law.

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Appendix.6: Data Protection Complaints Procedure

A6.1 Introduction

This procedure outlines how Co-op Academies Trust (the Trust) handles complaints related to data protection, in accordance with the Data (Use and Access) Act 2025, the UK GDPR and the Data Protection Act 2018. It ensures that individuals can raise concerns about the handling of their personal data and receive a timely, fair, and transparent response.

A6.2 Scope

A data subject is any individual whose personal data has been processed by the Trust.

Any data subject with a concern should try and resolve this informally with the relevant academy, or Head of Service in the first instance. If they remain dissatisfied then they have the right to complain to the data controller (the Trust, which includes any of our academies and central team services). Complaints may include, but are not limited to:

- Being unhappy with the data received following a subject access request
- Being unhappy with the accuracy of the data that we hold
- The processing of data without a lawful basis
- Receiving emails or calls from the organisation after asking us to stop
- Concerns regarding possible data breaches or other data security concerns
- The retention of personal data
- The decisions made about individuals by a computer such as automated systems or AI tools.
- The failure to meet statutory deadlines

This procedure is for data protection complaints only. This procedure does not cover complaints regarding the handling of Freedom of Information requests or Environmental Information Requests which are dealt with by way of a request for an Internal Review. Further information in regard to how we manage such requests is available in our Freedom of Information and Environmental Information Policy.

Any complaints regarding other matters should be dealt with in accordance with the Trust's Complaints Policy.

A6.3 How to make a complaint

Individuals may submit a data protection complaint via:

- Online form (available on the Trust's website - <https://www.coopacademies.co.uk/hiddenarea/data-protection-complaint-form>)

If necessary, the individual will be kept informed in regard to progress being made. Details of the investigation undertaken and the outcome of that investigation will be included in the formal response.

If the complaint is upheld, corrective action must be taken promptly.

A6.6 Record Keeping

All complaints and outcomes will be recorded securely. Records must be retained in accordance with the Trust's Data Retention Schedule.

Complaint volumes may be reported to the Information Commissioners Office (ICO) as required.

A6.7 Escalation

If, having received the response, the individual remains dissatisfied, they may escalate their complaint to the Information Commissioner's Office (ICO) via the contact details below, quoting our ICO registration number ZA201403 and stating that the Data Controller is Co-op Academies Trust.

Information Commissioners' Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

Website: <https://ico.org.uk/concerns/>