



APPLEFORD SCHOOL

COMPLAINTS PROCEDURE FOR DATA INFORMATION

This policy applies to the whole school, including boarding

The Policy is publicly available on the school website and upon request a copy (which can be made available in large print or other accessible format if required) may be obtained from the School Office.

We have a whole school approach to safeguarding, which is the golden thread that runs throughout every aspect of the school. All our school policies support our approach to safeguarding (child protection). Our fundamental priority is our children and their wellbeing; this is first and foremost.

Applies to:

All individuals whose personal data we process, (collectively known as data subjects) and applies to all processing activities involving your personal data.

How to complain:

Data subjects may lodge a complaint if they believe their personal data has been mishandled; Appleford has failed to uphold their protection rights; or that a data information request has not been appropriately responded to. The complaint can be lodged in writing to the Headmaster, Appleford School, either by post or via email to headsqa@appleford.wilts.sch.uk

In order to assist the school in investigating the complaint quickly and thoroughly, please include your full name, child's name if appropriate, preferred contact details and a description of the complaint.

Timescales:

The process of dealing with a complaint commences at the point when Appleford School is notified of the complaint.

The complaint will be acknowledged within 30 days of the complaint being lodged. In most cases, this will be done in writing through either email or post. Without delay, Appleford will instigate an investigation dealing with the matters forming the complaint. Written outcomes will be provided to the complainant.

The investigation will be conducted expeditiously, without delay, whilst remaining proportionate and reasonable in the circumstances.

Process:

Once received, the complaint will be acknowledged and recorded appropriately.

An investigation will commence and give due consideration to the points forming the complaint along with the legitimacy of such matters. Complainants are asked to include as much detail as possible when lodging the complaint.

At the end of the investigation, a detailed written response will be provided to the complainant.

Appeal Process:

Should the complainant be dissatisfied with the outcome of the complaint, further recourse is available through the Information Commissioner's Office (ICO) as below:

The Information Commissioner's Office
 Wycliffe House, Water Lane
 Wilmslow, Cheshire
 SK9 5AF ico
 Telephone: 0303 123 1113

website: <https://ico.org.uk>

Appleford School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. It is our aim that all pupils fulfil their potential.

Monitoring and Review:

The Data controller will log all data information complaints received by the school and records at which stage and how they were resolved. The record includes, at least: the person making the complaint, the date of the complaint, the nature of the complaint, any action taken and the outcome of the complaint. The logging of complaints for management purposes enables patterns of concern to be monitored.

This Policy will be subject to continuous monitoring, refinement, review and audit by the Headmaster. The Proprietor will undertake a full review of this policy and procedures, inclusive of its implementation and the efficiency with which the related duties have been discharged no later than one year from the date shown below, or earlier if changes in Legislation, regulatory requirements or best practice guidelines so require.

Policy agreed: June 2026

Policy published (including on website): June 2026

Next review: September 2027

Signed:



Dr Peter Gardner
Proprietor and Managing Director



Mr David King
Headmaster and Non-Executive Director