



POLLYANNA PRE-SCHOOL CIO

DATA PROTECTION COMPLAINTS PROCEDURE POLICY

Statement of Intent

This procedure explains how complaints relating to the handling of personal data will be received, investigated, and resolved by Pollyanna Pre-School CIO. It is designed to ensure compliance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Scope

This procedure applies to:

- Employees
- Customers
- Contractors
- Suppliers
- Service users
- Any individual whose personal data is processed by [Organisation Name]

It covers complaints concerning:

- Collection, use, storage, or sharing of personal data
- Accuracy of personal data
- Retention of personal data
- Access requests
- Data security incidents
- Direct marketing
- Any alleged breach of data protection law

Responsibilities

Data Protection Officer / Responsible Person

The designated Data Protection Officer (DPO) or responsible manager is responsible for:

- Receiving and logging complaints
- Investigating complaints fairly and promptly
- Communicating outcomes to complainants
- Identifying corrective actions where necessary
- Maintaining complaint records

All Staff

All staff must:

- Report any data protection complaint immediately to the DPO or responsible manager
- Cooperate fully with investigations
- Follow all applicable data protection policies and procedures

How to Make a Complaint

Complaints may be submitted:

- By email
- In writing
- By telephone
- In person

Complaints should include:

- The complainant's name and contact details
- A description of the concern
- Relevant dates or supporting information
- Details of the outcome sought

Complaints should be directed to:

Data Protection Officer

Pollyanna Pre-School CIO

Community Centre, Eskdale Road, Stoke Mandeville, Buckinghamshire, HP22 5UJ

chair@pollyannapreschool.org.uk

07746 750945



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Complaint Handling Process

Step 1 – Acknowledgement

- Complaints will normally be acknowledged within **5 working days** of receipt.
- The complainant may be asked for additional information if required.

Step 2 – Investigation

The investigation may include:

- Reviewing relevant records and systems
- Interviewing staff members
- Assessing compliance with internal policies and legal obligations
- Reviewing technical or organisational security measures

Where appropriate, immediate action may be taken to contain or mitigate any identified risk.

Step 3 – Outcome

A written response will normally be issued within **30 calendar days** of receipt of the complaint. The response will include:

- Findings of the investigation
- Whether the complaint is upheld, partially upheld, or not upheld
- Any corrective action taken or proposed
- Information about escalation rights

If additional time is required due to the complexity of the matter, the complainant will be informed of the reason for the delay and the revised timeframe.

Escalation

If the complainant is dissatisfied with the outcome, they may request an internal review by a senior manager not previously involved in the investigation.

Requests for review should be submitted within **20 working days** of receiving the outcome.

Right to Complain to the Information Commissioner Office

Individuals have the right to complain to the Information Commissioner's Office if they believe their personal data has been handled unlawfully.

Further information is available from:

[Information Commissioner's Office](#)

Record Keeping

Pollyanna Pre-School CIO will maintain records of:

- All complaints received
- Investigation findings
- Correspondence and evidence
- Actions taken
- Lessons learned

Records will be retained in accordance with the organisation's retention policy.

Review and Approval

This policy was reviewed and adopted on: 1st September 2026

Signed by Management Committee: 

Print Name: NIKITTA WEHRLE

Version: 1.0 2026

This policy is reviewed **annually** or sooner in response to changes in legislation, guidance, or setting practices.