



All policies carrying the Bryanston logo apply equally to any other brands or operations of Bryanston including Bryanston Prep

DATA PROTECTION COMPLAINTS POLICY

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Reviewer:	Head of Cyber Security & Systems
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1. Introduction

Bryanston School (as the Data Controller) is committed to protecting the privacy and security of individuals personal information. This policy outlines how individuals can raise a complaint if they believe the school has not complied with its obligations under the General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 or the Data (Use and Access) Act 2025.

The Data Protection Act 2018 (as amended) provides the right for individuals to raise a complaint directly with Bryanston School before they raise a complaint to the Information Commission. (IC).

2. Scope

This policy applies to anyone whose personal data is processed by Bryanston School where UK data protection law applies.

It covers complaints relating to:

- How your personal data is collected, used, shared or retained;
- The accuracy of your personal data;
- The security of your personal data;
- Handling of your data subject rights request;
- Alleged breaches of data protection law;
- Any other concerns about how your personal data is handled.

If the complaint is made on behalf of someone else, e.g. a legal representative on behalf of a client, proof of authority to act must be provided.

In the case of parents complaining about the processing of their child's personal data, we may seek consent from the child if they are able to control and make decisions regarding their own privacy rights. We will also consider any relevant safeguarding context where relevant.



To protect personal data, the school may request ID verification before investigating a complaint. Evidence of identity will be established by requesting production of copies of two documents from the following list;

- Passport
- Driving licence
- Birth/marriage certificate
- Credit card
- Mortgage statement
- Utility bills with the current address
- P45/P60

3. The Complaint Process

Complaints should be submitted to dpo@bryanston.co.uk or via phone on 01258 484525.

The school will, without undue delay, take appropriate steps to respond to the complaint.

All complaints will be acknowledged within 30 calendar days of receipt. This includes complaints received outside of the school's published term dates. A full response will be provided typically within 60 calendar days unless complexity requires more time. If there is likely to be a delay, the School will inform the complainant about the progress and ensure that a clear record of communication with the complainant.

If the complaint is unclear, the School will ask for further information so that we can investigate your complaint appropriately.

The School will conduct a thorough and impartial investigation into your complaint. This may involve:

- Interviewing the complainant;
- Interviewing relevant staff members;
- Reviewing school records, logs and policies etc;
- Consulting with external legal or data protection experts if necessary.

The School aims to inform the complainant of the outcome, and without undue delay, by written response explaining:

- The outcome of the investigation, including a clear and reasoned conclusion as to whether data protection law has been breached;
- Details of any corrective action taken or planned to prevent a recurrence of the issue;
- confirmation on the next steps available to the complainant if they remain dissatisfied.

4. Monitoring and Improvement

If the investigation finds that personal data was handled incorrectly, the School will take



immediate steps to rectify the situation.

A log of data protection complaints will be kept by the Data Protection Officer with trends and outcomes identified and reviewed in order to approve data protection practices.

5. Escalation to the Information Commission

If the complainant is not satisfied with the outcome following the above procedures being followed, they have the right to complain to the Information Commission.

Information Commission contact details:

- Website: ico.org.uk/make-a-complaint
- Phone: 0303 123 1113
- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF