Data Protection Complaints Procedure

Date Written	**July 2025**
Date Agreed with Trustees	**10th July 2025**
Date to be reviewed	**July 2028**

1. Purpose

This procedure outlines how individuals can raise concerns or complaints regarding the Trust's handling of personal data, and how those complaints will be managed in accordance with data protection legislation.

2. Scope

This procedure applies to all data subjects whose personal data is processed by the Trust, including students, parents/carers, staff, governors, Trustees, Members, and third parties.

3. Raising a Complaint

If an individual believes that the Trust has not complied with data protection legislation or has mishandled their personal data, they should submit their complaint in writing to the Trust's Data Protection Officer (DPO) at:

Email: dpo@endeavour-mat.co.uk
Postal Address: Endeavour MAT, Parsons Lane, Dartford, Kent DA2 7BB.

The complaint should include:

- The complainant's name and contact details
- A clear description of the concern
- Any relevant supporting evidence

4. Acknowledgement

The DPO will acknowledge receipt of the complaint within 5 working days and begin an investigation.

5. Investigation and Response

The DPO will investigate the complaint thoroughly and impartially. A written response will be provided within 20 working days of receipt. If the investigation requires more time, the complainant will be informed of the delay and the revised timeline.

6. Outcomes

The response will include:

- A summary of the investigation
- The outcome and any actions taken or proposed
- Information on the complainant's right to escalate the matter

7. Escalation

If the complainant is dissatisfied with the outcome, they may escalate the complaint to:

- The Trust's Chief Executive Officer or Chair of Trustees
- The Information Commissioner's Office (ICO):
    - Website: https://ico.org.uk/make-a-complaint/
    - Helpline: 0303 123 1113

8. Monitoring and Review

The DPO will maintain a log of all complaints and outcomes. This procedure will be reviewed every 3 years or sooner if required by changes in legislation or guidance.