



Data Protection Complaints Procedure

Key Information	
Procedure Reference Number	DPA - CP
Publish on Website	Yes
ELT Post Responsible for Policy Update and Monitoring	Chief Finance Officer
Date Approved	22 March 2022
Approved by	ELT
Date of Next Review	30 June 2025

1. Introduction

- 1.1. The General Data Protection Regulation (“GDPR”), the Data Protection Act 2018 (“DPA 2018”), and the Privacy and Electronic Communications Regulations (“PECR”) (together, the “Data Protection legislation”), give individuals rights in relation to personal data. This procedure details how Cheshire College South and West (the College) will respond to complaints from data subjects and third parties relating to the use of personal data.
- 1.2. The College is committed to providing a consistently high-quality service. However, the College recognises that individuals including students, parents, employees or other third parties may wish to raise issues or concerns regarding data protection and commits to use any such complaints to assist in the continuous improvement of standards and quality.

2. Scope

- 2.1. Complaints may be made in relation to any aspect of the College’s processing of personal data, this may include:
 - 2.1.1. Complaints about the handling of individual rights requests
 - 2.1.2. Complaints relating to the content of the College’s Privacy Notice
 - 2.1.3. Complaints relating to any data sharing with third parties
 - 2.1.4. Complaints in relation to the use of personal data for direct marketing and/or profiling activity

3. Principles of the Data Protection Complaints Procedure

- 3.1. The College will ensure that data subjects are aware of their right to complain. This will include outlining the right to complain in the College’s Privacy Statement and informing data subjects as part of responses to data subject access requests.
- 3.2. The College will treat all complaints seriously, and resolution will be sought at the earliest possible time. It is desirable that complaints are resolved through informal conciliation between the relevant parties, such as mediation, whenever possible and appropriate.
- 3.3. The College will manage complaints in a way that is timely and efficient, is fair and transparent to all parties and promotes a feedback culture to support service improvements.
- 3.4. The College endeavours to ensure that complaints are handled in accordance with the published policy. On some occasions this may not be feasible (such as during college closure periods). Any potential delay to the prescribed timescales will be communicated to the complainant at the earliest possible time.

4. Recording and monitoring of complaints

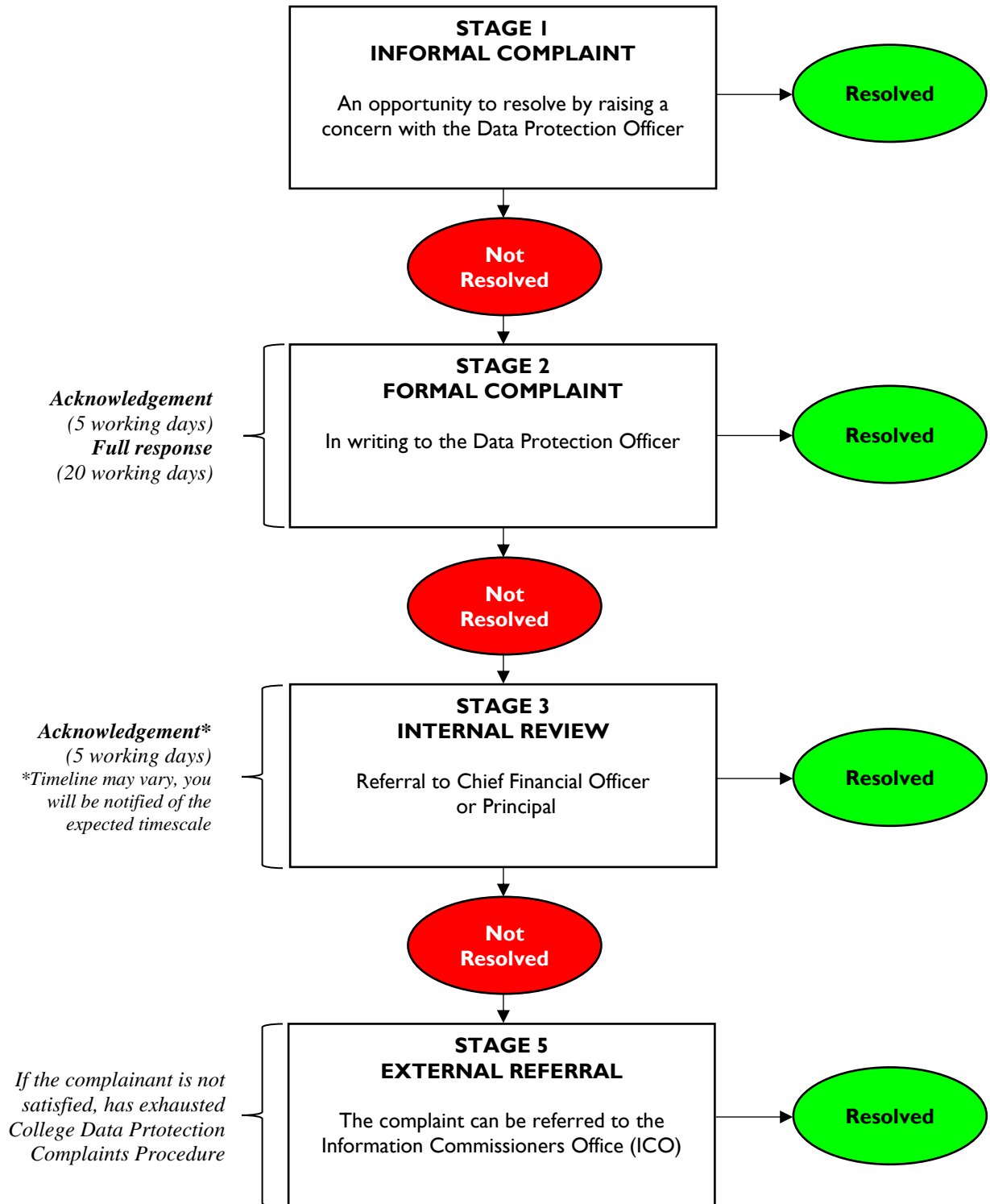
- 4.1. Complaints are recorded on a centralised data base and monitored in order to identify problems and trends.
- 4.2. Information relating to complaints is used to provide reports and supports the College in improving the service it provides and enhancing student experience.
- 4.3. The College Executive Leadership Team (ELT) and Corporation (Governors) maintain oversight of complaints through updates and reports.

5. Complaints Process

- 5.1. A flowchart outlining the College’s process is set out in Annex A.
- 5.2. Complaints should be sent directly to the Data Protection Officer at dataprotect@ccsw.ac.uk. The Data Protection Officer will normally acknowledge the complaint within 5 working days.

- 5.3. Where appropriate the Data Protection Officer will first seek to verify the data subject's identity or third party's entitlement to the relevant information.
- 5.4. Once all identification requirements have been met, the investigation will be carried out normally within 20 working days. If further clarification is required from the complainant or more time is required for the response to be completed the College will inform the complainant prior to the original deadline. The complaint outcome will be communicated to the complainant in writing, normally by email.
- 5.5. If the complainant does not agree with the outcome, they can request a review of the decision. This request must be made within 1 month of the original decision being communicated. The decision will be internally reviewed by the Chief Finance Officer or the Principal normally within 20 working days from the receipt of the request for Review.
- 5.6. If the complainant remains dissatisfied, they can escalate their complaint to the Information Commissioner's Office (the "ICO"). Information about how to make a complaint to the ICO can be found here: <https://ico.uk/make-a-complaint/>

Annex A. Data Protection Complaints Diagram





Annex B. Data Protection Complaint Form

Complaint Number *(For office use only)* :

Name :

Address :

Telephone Number :

If a third party is acting as a representative, please provide details :

Details of Complaint:

Signature :

Date :

When complete, please return this form to Data Protection Officer dataprotect@ccsw.ac.uk or
Data Protection Officer
Crewe Campus
Dane Bank Avenue
Crewe
Cheshire
CW2 8AB