Document Control

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Review period	2 Years	**Version**	1

Meridian Trust Data Protection Complaints Policy

1. Policy Statement

The Meridian Trust is committed to protecting personal data and upholding the rights of individuals. We take all data protection concerns seriously and ensure complaints are handled transparently, fairly, and in accordance with UK GDPR, the Data Protection Act 2018, and the new Data (Use and Access) Act (DUAA) expectations relating to transparency, accountability, and lawful data use.

2. Purpose

This policy outlines how individuals can raise data protection concerns, how the Trust will respond, and how complaints will be managed, investigated, and resolved.

3. Scope

This policy applies to all complaints about how personal data is processed by the Trust, including complaints from pupils, parents, staff, governors, contractors, and third parties.

4. Roles and Responsibilities

4.1 Data Protection Officer (DPO)

The DPO oversees all complaints, ensures compliance, maintains records, and liaises with the ICO.

4.2 Headteachers and Leaders

Ensure complaints are escalated promptly and support investigations.

4.3 All Staff

Report concerns immediately and cooperate with investigations.

5. How to Make a Complaint

Complaints can be submitted via email to the DPO (dpo@meridiantrust.co.uk), in writing, or through school offices. Complainants should include details of the concern and any relevant dates or evidence.

6. Complaints Procedure

6.1 Acknowledgement

Complaints will be acknowledged within 30 days.

6.2 Investigation

The DPO will assess and investigate complaints without excessive delay, including whether a data breach has occurred and whether the correct process has been followed.

6.3 Outcome

A written outcome will be issued once the investigation has been completed.

7. Escalation

If dissatisfied, complainants may contact the ICO at www.ico.org.uk.

8. Record Keeping

All complaints will be logged and retained in accordance with the Trust retention schedule.

9. Monitoring and Review

Complaints will be monitored to identify trends and inform improvements. This policy will be reviewed biannually.