



Transforming Lives
EDUCATIONAL TRUST

TLET Data Protection Complaints Procedure

September 2026

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1 – The TLET Way

Transforming Lives Educational Trust (TLET/The Trust) is a family of academies. Every TLET policy is rooted in and reflects our ambitions for pupils, students and wider stakeholders alike.

OUR AMBITIONS -

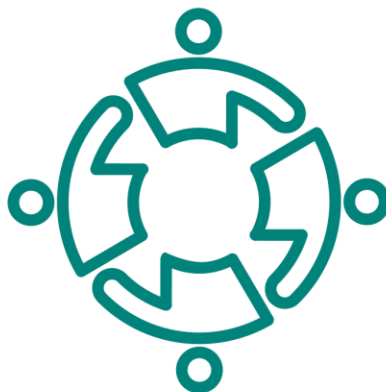
As a Trust family, our shared ambitions drive everything we do, we call this ‘The TLET Way’.

Through the transformative values of courage, kindness and loyalty, together we:



NURTURE POTENTIAL

We flourish in the places we create together.



INSPIRE COMMUNITY

We champion each other to make a difference.



DELIVER EXCELLENCE

We strive to achieve our best.



2 – Definition of Terms

2.1 The Following terms are used in this document:

- Personal data – any information relating to an identified or identifiable natural person, as defined in the UK GDPR
- Special category data – personal data revealing racial, or ethnic origin, political opinions, religious beliefs, health data, biometric data or other categories defined under Article 9 Uk GDPR
- Data subject – an individual whose personal data is processed by the Trust or its academies
- Processing – any operation performed on personal data, including collection, storage, use, disclosure or deletion
- Data controller – Transforming Lives Educational Trust, which determines the purpose and means of processing personal data
- Data Protection Officer (DPO) – the individual appointed by the Trust to monitor compliance with data protection legislation and act as a point of contact for data subjects and the Information Commission (IC)
- Data protection complaint – a concern raised by a data subject regarding how the Trust or its academies processes their personal data or complies with data protection legislation

3 – Rationale and Statutory Requirements

3.1 Transforming Lives Educational Trust processes personal data relating to pupils, parents/carers, staff, governors, trustees, and others as part of its statutory and operational functions.

This procedure is **only** to be used for Data Protection related complaints and is required to ensure that:

- Data protection complaints are handled fairly, transparently, and consistently
- Individuals can exercise their rights under data protection law
- The Trust complies with its legal obligations

This procedure is informed by and complies with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Human Rights Act 1998
- Relevant guidance issued by the Information Commissioner

*N.B – for all other concerns and complaints please refer to the [TLET Feedback, Concerns and Complaints Procedure](#).

4 – Scope

This policy refers to;

Parents/Carers	✓	Trustees	✓
Employees	✓	Volunteers	✓
Pupils/Students	✓	Visitors	✓
Governors	✓	Community	

5 – Principles

5.1 The Trust will handle all data protection complaints in accordance with the following principles:

- Complaints will be handled lawfully, fairly and transparently
- Complaints will be dealt with promptly and without undue delay
- Investigations will be impartial and proportionate
- Personal data involved in complaints will be handled securely and confidentially
- Complaints will not be treated as less favourably for raising a concerns

6 – Policy Statement

6.1 Transforming Lives Educational Trust is committed to protecting personal data and upholding the rights of data subjects.

The Trust recognises the importance of providing a clear and accessible route for individuals to raise concerns about data protection matters and will:

- Take all data protection complaints seriously
- Investigate complaints thoroughly
- Take appropriate corrective action where required
- Learn from complaints to improved data protection practices across the Trust

7 – Procedure

7.1 Making a complaint

Data protection complaints should be made in writing to the Trust's Data Protection Officer wherever possible and should include:

- The complaint's name and contact details
- Details of the concern or complaint
- Relevant dates and any supporting information

Complaints should be submitted to:

Data Protection Officer - dpo@tlet.org.uk / TLET, Houlton School, Signal Drive, Houlton, Rugby. CV23 1ED

Verbal complaints will be accepted but may be asked to be submitted in writing by the Trust to ensure accuracy.

7.2 Acknowledgement

- Complaints will be acknowledged within 10 working days of receipt
- The acknowledgment will confirm the handling officer and outline the investigation process

7.3 The investigation

- The DPO will assess and investigate the complaint
- Relevant staff and records may be consulted

- Further information may be requested from the complainant if required
- Where immediate risks are identified, appropriate mitigating action will be taken

7.4 Response

- Although there is no time limit to respond to a complaint the Trust will aim to do this within one calendar month.
- Where the complaint is complex, this may be extended.

The response will outline:

- The findings of the investigation
- Whether the complaint is upheld, partially upheld, or not upheld
- Any actions taken or proposed

7.5 Escalation

If the complainant is dissatisfied with the outcome, they may raise the matter with the Information Commission (IC).

The Trust encourages complaints to contact the DPO in the first instance to allow the Trust an opportunity to resolve the issue.

7.6 Recording and Monitoring

- All data protection complaints will be logged by the DPO
- Outcomes and trends will be monitored and reported to senior leaders and trustees as appropriate
- Lessons learned will inform staff training and policy review
- An annual report including the volume of complaints received and lessons learned will be provided to the Operations Standards Committee (OSC) for review

8 – Monitoring

It is the responsibility of the Trust Board and those to whom it delegates the authority, to ensure that the principles and procedures of this policy are adhered to. The use of this policy will be subject to routine monitoring to ensure its fidelity in practice. The evidence gathered from monitoring shall inform any reviews and future revisions to the policy, which will be carried out at regular intervals and no later than as stated on Page 2 of this policy.

9 – Related Documents

This Data Protection Complaints Procedure links to the following policies:

- Trust Data Protection Policy
- Trust Data Protection Privacy Notices