



Midhurst Learning

POLICIES

Data Protection Complaints Policy and Procedure



PROTECT
PEOPLE



PROMOTE
WELLBEING



PREVENT
INJURY



PROTECT
ENVIRONMENT

A SAFE ENVIRONMENT. A STRONG FUTURE. TOGETHER.

Policy Owner	Head of Centre & Operations
Authoriser	Group Chief People & Business Officer
Date of Original Issue	May 2025
Date of this Last Review	May 2026
Date of Next Review	May 2027
Version	2



SAFETY

We prioritise safety in everything we do.



RESPECT

We care for each other and our community.



RESPONSIBILITY

We take responsibility for our actions and environment.

- 1 We are committed to providing a high-quality service, in accordance with data protection law. At all times, we seek to comply with data protection principles by ensuring we:
 - 1.1 process personal data lawfully, fairly and in a transparent way;
 - 1.2 collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes;
 - 1.3 collect and use adequate, relevant and minimal personal data;
 - 1.4 take reasonable steps to make sure personal data is accurate and kept up to date;
 - 1.5 do not keep personal data longer than necessary; and
 - 1.6 implement appropriate security measures.
- 2 We acknowledge that we may not always get things right, so if something has gone wrong, we need you to tell us. This will help us to improve our standards of service and data protection controls.

3 How to make a complaint

The table below shows the different ways you can contact us to make a complaint.

How to complain	More information
By completing our data protection complaint form	<p>The form can be found at www.midhurstlearning.org or we can post a copy to you.</p> <p>You can complete the form electronically and email it to us at info@midhurstlearning.org or post it to us at Midhurst Learning Ltd, 47 Bedwin Street, Salisbury, Wiltshire, SP1 3UT</p> <p>Using the data protection form is entirely optional and you may prefer to complain to us using one of the other methods set out in this table.</p>
By telephoning us	You can telephone us on 0808 168 2005
By emailing us	You can email us with details of your complaint at info@midhurstlearning.org
By writing to us	You can write to us with details of your complaint at Midhurst Learning, 47 Bedwin Street, Salisbury, Wiltshire, SP1 3UT.

4 Acknowledging and verifying your complaint

- 4.1 We will acknowledge your complaint within 30 days of receiving it.
- 4.2 We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.

4.3 If, having requested additional information, we are not in a position to identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.

5 Investigating your complaint

5.1 We will investigate your complaint. This will usually involve:

5.1.1 reviewing your complaint;

5.1.2 locating and reviewing the records we hold about you;

5.1.3 establishing the relevant facts; and

5.1.4 contacting any subprocessor who are relevant to your complaint.

5.2 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

5.3 We will update you on the progress of your complaint at appropriate times.

6 Notifying you of the outcome of our investigation

6.1 We will inform you of the outcome of the complaint without undue delay.

6.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

7 What to do if we cannot resolve your complaint

7.1 If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner's Office (ICO) or you can seek to take action in the courts.

7.2 The ICO's contact details are:

Address	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
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Helpline number	0303 123 1113
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7.3 More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website. You should usually submit your complaint to the ICO within three months of your last contact with us.

Data Protection Complaint Form



This form is intended to help you to submit a data protection complaint in a way that will enable us to investigate and deal with it as quickly as possible. The form is entirely optional and, if you prefer, you can simply write to us or email us with your complaint using the contact details in section 12.

8 About you

*This section should be completed in relation to **the person who is making the complaint**, even if the complaint relates to someone else.*

Your name	
Your contact details	
For security reasons, we cannot respond to a complaint unless we have confirmed your identity. We may need you to provide identity information required such as a copy of a driving licence or passport.	

9 Whose personal data does the complaint relate to?

Please provide the following information.

Who are you complaining on behalf of?	<input type="checkbox"/> I am complaining on my own behalf—you can skip the rest of this section and move to section 10 <input type="checkbox"/> I am complaining on behalf of someone else—please complete the rest of this section and then move to section 10
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9.1

If you are complaining on behalf of someone else, please provide the following information ~~about the person on whose behalf you are making this complaint~~. We will need this information before we can deal with the complaint.

Full name	
Address	
Contact details	
Date of birth (if under 16)	



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<p>For security reasons, we cannot respond to a complaint unless we have confirmed your identity.</p> <p>We may need you to provide identity information required such as a copy of a driving licence or passport.</p>	
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9.2 Please also provide a copy of your legal authority to make this complaint. This might be a signed letter of authority from the person on whose behalf you are making this complaint, a power of attorney, or confirmation that you are their legal representative.

10 Details of complaint

Please complete this section with details of the complaint. You may wish to attach additional information or documentation.

What is your complaint about?
<p><i>Please tick all that apply:</i></p> <ul style="list-style-type: none"><input type="checkbox"/> No response to a datasubject request<input type="checkbox"/> Incomplete responsetoadata subject access request, ie some of the personal data or information requested ismissing<input type="checkbox"/> Personal data securitybreach<input type="checkbox"/> Inaccurate personaldata<input type="checkbox"/> Inappropriate sharingofpersonal data with a third party<input type="checkbox"/> Direct marketing activities<input type="checkbox"/> Keeping personal data forlonger than necessary<input type="checkbox"/> Using personal data for adifferent reason than we originally told you<input type="checkbox"/> Exceeding the scope of your consent<input type="checkbox"/> Other
Please provide more details of your complaint



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<p><i>Please provide more details here, including any relevant dates.</i></p>
<p>Proposed remedy (optional)</p>
<p><i>This section is optional, but if you know what you would like us to do in response to your complaint, please tell us here.</i></p>

11 Any other information

This section is optional.

<p>Other information (optional)</p>
<p><i>Please use this section to provide any other information you think is relevant but is not covered elsewhere on this complaints form.</i></p>

12 Returning this form

You can send this form to us by email or post:

Our email address	info@midhurstlearning.org
Our postal address	Midhurst Learning Ltd 47 Bedwin Street Salisbury Wiltshire SP1 3UT

You can also use these contact details if you have any queries about this form or you wish to submit a complaint without using this form.