

Personal Data Complaints Guidance for Customers

For the attention of: All Staff, Students, Visitors and Customers

Produced by: Data Protection Officer

Approved by: SLT

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Vision, Purpose & Values

Our Vision

Our students will be recognised locally & nationally for their positive impact on the communities and industries in which they choose to work.

Our Purpose

To inspire our students to gain the skills, knowledge and behaviours they need to be resilient and thrive in an ever-changing world.

Our Values

Excellence: A culture of creativity, high expectations, ambition and aspiration

Respect: Showing fairness, courtesy and mutual respect to each other and our environment

Integrity: Honesty, openness and trust at the heart of College life

Diversity: Celebrating diversity and inclusivity as a key to our success

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Introduction

As an organisation that collects, uses and stores (processes) Personal Data about its employees, students, employers, suppliers (sole traders, partnerships or individuals within companies), governors, parents/carers and visitors (collectively referred to within this policy as Data Subjects), The Windsor Forest Colleges Group (WFCG) is required to process personal data in a way that is compliant with UK data protection laws. Further information about this can be found in WFCG's privacy notice at <https://www.windsor-forest.ac.uk/privacy-policy/>.

WFCG processes personal data in accordance with UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA).

Under the DUAA, Data Subjects have a statutory right to complain directly to the controller, in this instance, WFCG. From June 2026, organisations must operate a formal complaints process before escalation to the Information Commissioner's Office (ICO).

1. Purpose

This policy outlines how individuals can raise concerns, ensures WFCG meets dual requirements including the 30 day acknowledgement and timely responses.

2. Scope

This policy applies to all individuals whose personal data is processed by WFCG and all staff handling data protection complaints.

3. Objective

WFCG must:

- Acknowledge complaints within 30 working days
- Investigate without undue delay
- Communicate outcomes promptly

4. Policy Details

5.1 Making a complaint

Complaints may be made via email, post or alternative accessible formats

5.2 What happens next

WFCG will acknowledge, investigate, update and provide outcomes to complainants

5.3 Escalation to the ICO

If dissatisfied with the outcome of the investigation, individuals may escalate complaint to the ICO. For further information visit <https://ico.org.uk/make-a-complaint/>

5. Roles & Responsibilities

The Data Protection Officer is responsible for oversight of complaints

The senior leadership team ensures resources and compliance

6. Monitoring, Evaluation and Review

Complaints will be logged,

7. References

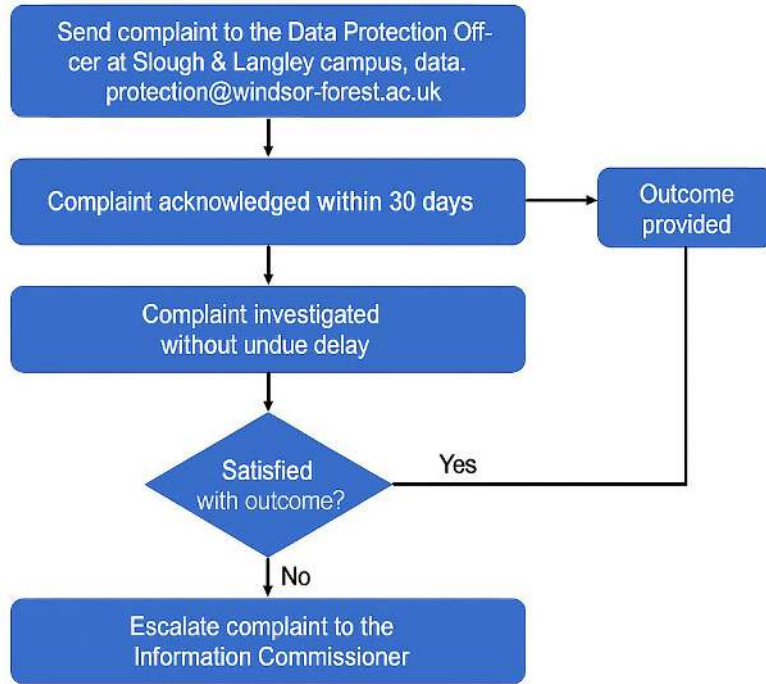
- Data (Use and Access) Act 2025
- UK GDPR
- Data Protection Act 2018
- ICO guidance

8. Associated Documents

- UK GDPR Policy
- Document and Data Retention Policy
- Data Subject Rights Request Procedure
- Privacy Notices

9. Appendix 1 – Personal Data Complaints Process

Personal Data Complaints Process



Personal Data Complaints Process