



MAGDALEN COLLEGE SCHOOL

Data Protection Complaints Procedure

How to make a complaint

If you have a complaint about how the School has handled your personal data, please contact the Data Protection Lead at data@mcsoxford.org

This procedure should **not** be used for a complaint that is not related directly to data protection matters. Parents of pupils at the school can find details of our parental complaints procedure [here](#).

When you contact us, please provide as much detail as possible about your complaint. This will help us to understand the issue and investigate it thoroughly.

What we will do

The School will acknowledge receipt of your complaint within 5 working days. We will then investigate your complaint and provide you with a full response within 30 calendar days.

As part of our investigation, we will:

- If applicable, seek to verify your identity
- Request any additional information or clarification we may need from you in a timely manner
- Keep you informed of our progress

Once the investigation has concluded, we will provide you with a clear and comprehensive outcome of our investigation, including any actions we have taken to resolve the issue.

If You Remain Unhappy

If you are not satisfied with the outcome of your complaint, or if you feel we have not handled it appropriately, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection and information rights.

You can contact the ICO in the following ways:

- By email: icocasework@ico.org.uk
- By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- By phone: 0303 123 1113
- For more information about the ICO and their complaints process, you can visit their website at ico.org.uk.