

Data Protection Complaints Procedure

DATA PROTECTION COMPLAINTS PROCEDURE

1. Introduction

Sparsholt College Hampshire (“the College”) is registered as a Data Controller under the Data Protection Act 2018. The College is considered a public authority under the Freedom of Information Act 2000. Registration is renewed annually.

Data Protection Register:

Registration Number Z6812070

Data Controller: SPARSHOLT COLLEGE HAMPSHIRE

Address: SPARSHOLT WINCHESTER HAMPSHIRE SO21 2NF

Data Protection Officer (DPO): Scott Hermiston

Further details regarding the registration are available via www.ico.org.uk

The College needs to keep certain information about employees, learners and other users to allow it to monitor performance, achievements, and health and safety, for example. It is also necessary to process information so that staff can be recruited and paid, courses organised and legal obligations to funding bodies and government complied with. To comply with the law, information must be used fairly, stored safely and not disclosed to any other person unlawfully. To do this, the College must comply with the Data Protection Principles which are set out in the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Since June 19th 2026, the Data Use and Access Act 2025 has required organisations to:

- give people a way of making data protection complaints
- acknowledge receipt of complaints within 30 days of receiving them
- without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and keep complainants informed
- without undue delay, tell people the outcome of their complaints

This procedure details how Sparsholt College Group will process complaints made about data protection issues.

This procedure and any references to ‘the College’ apply to all parts of the Sparsholt College Group. It should be used alongside the College’s Data Protection Policy, which includes explanations of individuals’ rights under the Data Protection Act, and the ways that the College processes and uses personal data.

2. When you can make a data protection complaint

You can raise a data protection complaint if:

- you think that the College has not processed your personal data within the law
- if you are not satisfied with the response the College has given you to a Subject Access Request (SAR)

- if you are not satisfied with the response the College has given you to a request you have made (other than an SAR) regarding your rights under the Data Protection Act 2018
- you are unhappy with the way the College stores or has shared your personal data

If you are not sure if you wish or need to make a data protection complaint and require guidance or information, you are welcome to contact the Data Protection Officer to discuss your issues – data.protection@sparsholt.ac.uk. Equally, you may wish to seek impartial guidance, and a good resource to use is the Information Commissioner's Office website (<https://ico.org.uk/make-a-complaint/data-complaints-complaints/>).

3. How to make a Data Protection Complaint

The College's Data Protection Complaints Procedure can be found on the College's website, under "Policies and Reports". A form is included at Annex 2, which can be used to frame a complaint.

Complainants can send a complaint via the following methods:

- via email to data.protection@sparsholt.ac.uk
- via post to:

The Data Protection Officer
Sparsholt College Group
Westley Lane
Sparsholt
SO21 2NF

- via telephone to +44 1962 776441 (please specify you are making a data protection complaint)
- in person at the College's Reception

Complaints do not need to quote legislation or include legal terms – they just need to make clear what they are complaining about and give detail where appropriate.

4. The Data Protection Complaints Procedure

Complaints should be raised within two months of the data protection issue arising. However, the DPO will consider complaints made outside this timescale in exceptional circumstances.

On receipt of a complaint, the matter will be referred to the College's DPO. The DPO will respond to the complainant within 5 working days, acknowledging receipt of the complaint and communicating the timeline by which the complaint will be processed.

The DPO will take steps to verify the identity of the complainant, and, where necessary, verify the complainant's right to make a complaint on behalf of another. Where a parent or guardian is making a complaint on behalf of a young person, the DPO will normally require express consent from the young person before proceeding.

Once identification and rights to complain have been verified, the College will commence an investigation into the complaint.

The College will complete the investigation within one calendar month of receipt of the complaint, but will strive to complete as quickly as possible.

The outcome of the complaint will be communicated to the complainant in writing, usually by email or via other forms by agreement.

If the complainant does not agree or is dissatisfied with the outcome, they can request that the outcome is reviewed. This request must be received within one calendar month of the outcome being communicated.

On receipt of a request for review, the complaint and its processing and outcome will be reviewed by the College's Chief Operating Officer, normally within 20 working days of receipt.

If the complainant remains dissatisfied with both the outcome and the review, they can make a complaint to the Information Commissioner's Office (ICO).

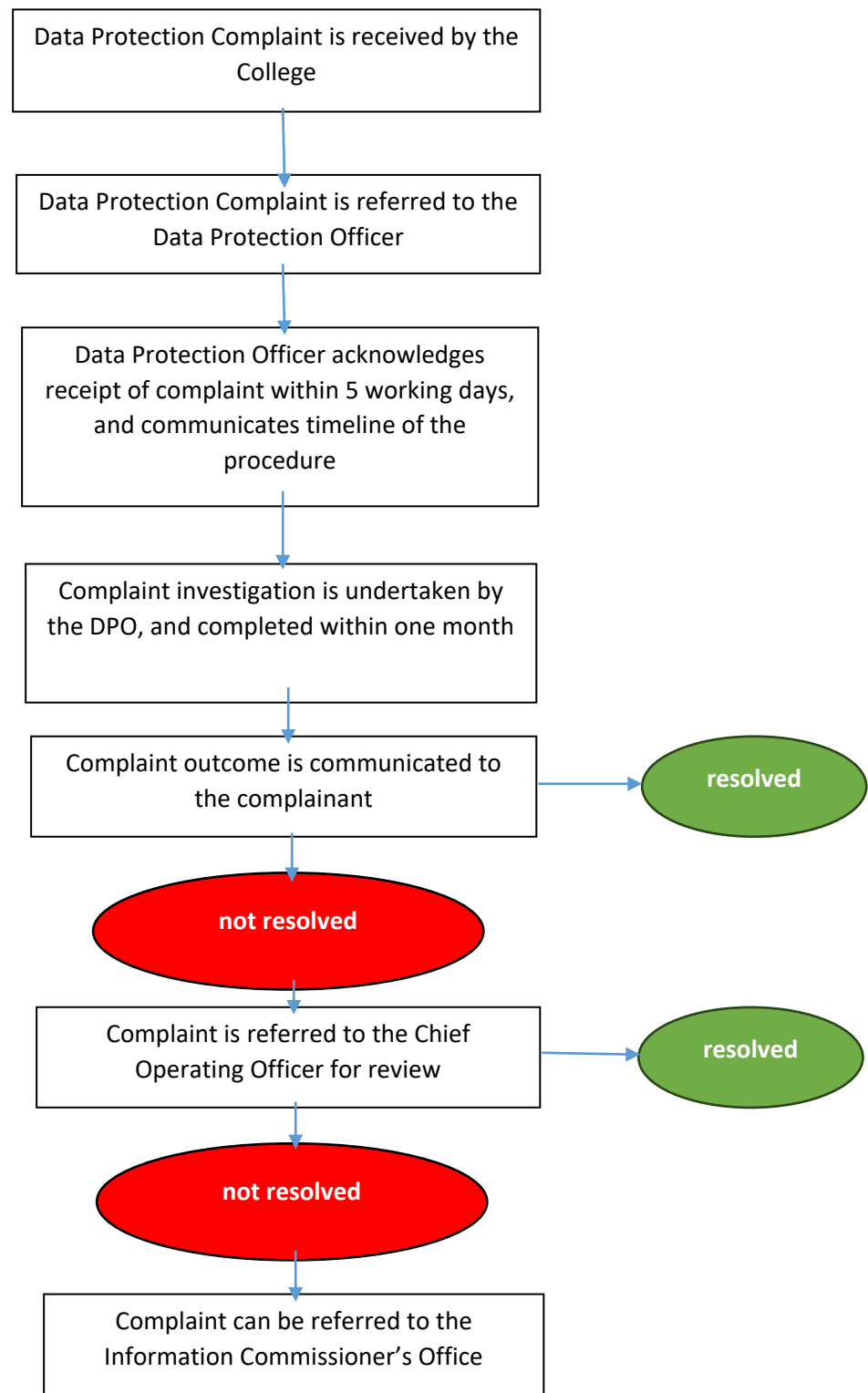
The ICO's website gives full details of how to make a complaint on this page: [Make a complaint about how an organisation has used your personal information | ICO](#).

This web page also offers access to an online form to make the complaint.

Annexes

1. Data Protection Complaints Procedure Flowchart
2. Data Protection Complaints Form

Annex 1: Data Protection Complaints Procedure Flowchart



Annex 2: Data Protection Complaints Form

Complaint ref no <i>(for office use only)</i>	
Name of data subject <i>(person whose data is in question)</i>	
Name of complainant <i>(where different) (*)</i>	
Complainant Address	
Complainant telephone	
Complainant email	
Details of complaint:	
Signature and date:	

When complete, please return this form to data.protection@sparsholt.ac.uk or:

Data Protection Officer, Sparsholt College, Westley Lane, Sparsholt SO21 2NF

(*) Please include authority from the data subject for processing of the complaint where complaining on behalf of a third party, or explain why this should not apply.