



Durham  
Cathedral  
Schools  
Foundation

## Data Protection Complaints Form

Submit a complaint about how Durham Cathedral Schools Foundation has handled your personal data or responded to a data protection rights request.

This form is for complaints about how Durham Cathedral Schools Foundation (“the Foundation”) has handled personal data or responded to a data protection rights request. This includes matters under the UK GDPR, Data Protection Act 2018, and Data (Use and Access) Act 2025. ‘Personal data’ means any information relating to an identified or identifiable individual. This form is not for unrelated complaints; parents and pupils can find wider complaints procedures on the Foundation website. For general enquiries, email [GDPR@dcsf.org.uk](mailto:GDPR@dcsf.org.uk).

Collection and Use of Personal Data: We collect your name, contact details, and complaint details to investigate your concern, communicate with you, and maintain records as required. Please see our privacy notices for more information.

### Section 1 – Your Details

**Full Name \***

First Name

Last Name

**Email Address \***

example@example.com

**Telephone Number**

Please enter a valid phone number.

### Section 2 – Your Relationship with the Foundation

**Please select all that apply to your relationship with the Foundation:**

- Current pupil
- Former pupil
- Parent / person with parental responsibility
- Current employee
- Former employee
- Governor
- Contractor
- Volunteer
- Supplier
- Other

**Section 3 – Complaints Made on Behalf of Another Individual**

**Are you making this complaint on behalf of another person?**

- Yes
- No

**If yes, please provide the name of the individual on whose behalf you are complaining.**

**What is your relationship to that individual?**

**Alternatively, you may provide written authority as text here.**

Note: The Foundation may request additional evidence of your authority or identity before progressing the complaint.

**Section 4 – Details of Your Complaint**

**Please describe the details of your concern or complaint. Include relevant dates, circumstances,**

any relevant correspondence or communications, and the outcome of any previous discussions.  
(Maximum approximately 500 words) \*

### Section 5 – Resolution Sought

Please state what action or outcome you think the Foundation should consider. (Maximum approximately 500 words)

### Section 6 – Previous Contact

Have you previously contacted the Foundation regarding this matter?

Yes

No

If yes, please provide details of your previous contact, including dates and who you contacted.

### Section 7 – Supporting Information

Please list any supporting information or documents you are providing.

Submission information: Completed forms may be submitted by email to [GDPR@dcsf.org.uk](mailto:GDPR@dcsf.org.uk), by post to the Foundation Data Protection Officer, or through the Foundation's online complaints form ([Insert Link](#)). Paper copies are available on request.

What Happens Next: We will acknowledge your complaint as soon as reasonably practicable and within applicable statutory timescales. We will review the issues raised, make any necessary enquiries, and respond without undue delay. We will keep you informed if more time is needed.

You have the right to raise concerns with the Information Commissioner's Office (ICO) at any stage. For more information visit: <https://ico.org.uk>.

Equality and Accessibility: We will make reasonable adjustments as required. Please contact the Foundation if you need an alternative format or assistance completing this form.

