

Funds4School

A TRADING NAME OF BANG ON PRINT & DESIGN LTD

DOCUMENT 4 OF 4 · PUBLIC FACING

Data Protection Complaints Procedure

How to complain about the way we have handled personal information, and how we will deal with your complaint. Required by the Data (Use and Access) Act 2025.

PUBLISHED BY	Bang On Print & Design Ltd, trading as Funds4School Company number 08123506 Unit 6 Mandale Park, Lemington Road, Lemington, Newcastle upon Tyne, NE15 8BU
PUBLISHED AT	https://www.funds4school.co.uk/privacy-policy/
LEGAL BASIS	Data (Use and Access) Act 2025, in force from 19 June 2026
OWNER	Simon Davidson, Director
CONTACT	privacy@funds4school.co.uk · 0191 466 1125
VERSION	2.0
EFFECTIVE FROM	22 September 2026
REVIEW DUE	22 September 2027

1. What this procedure covers

This procedure applies to any complaint about how Bang On Print & Design Ltd, trading as Funds4School, has handled personal information. That includes complaints about:

- the way we have collected, used, shared, stored or deleted personal information;
- how we have responded to a request to exercise a data protection right;
- marketing you did not want to receive;
- the security of personal information we hold; and
- anything else covered by the UK GDPR or the Data Protection Act 2018.

COMPLAINTS ABOUT PUPIL INFORMATION

Where a school has asked us to handle pupil names and class details, the school is the controller and we act only on its instructions. Complaints about that information should go to the school. If you send one to us we will acknowledge it, pass it to the school within three working days, and confirm to you that we have done so. If your complaint is about how we secured or handled the data, rather than about the school's decision to use it, we will deal with it under this procedure.

2. How to complain

You can complain in whichever way suits you. You do not need to use a particular format or quote any legislation.

ROUTE	DETAILS
Email	privacy@funds4school.co.uk The quickest route. Available at any time.
Online	https://www.funds4school.co.uk/privacy-policy/ Our data protection page, where this procedure is published and our contact details are listed.
Post	Data Protection Complaints, Bang On Print & Design Ltd t/a Funds4School, Unit 6 Mandale Park, Lemington Road, Lemington, Newcastle upon Tyne, NE15 8BU
Telephone	0191 466 1125 We will write down your complaint and read it back to you to confirm we have it right.

What to tell us

You do not have to provide all of this, but it helps us deal with your complaint faster:

- your name and how you would like us to reply;
- what happened and when;
- which school or order it relates to, if any;
- what you would like us to do to put it right.

If you need support

If you need this procedure in another format, need help putting your complaint in writing, or would like to complain in another language, tell us and we will make reasonable adjustments. You may ask someone to complain on your behalf, and

you may bring a friend, relative or adviser into the correspondence. We will ask for your written authority before dealing with a representative.

3. What happens next

STAGE	WHAT WE DO	TIMESCALE
1	We log your complaint in our complaints register and give it a reference number.	On receipt
2	We acknowledge your complaint in writing, confirm what we understand it to be, and tell you who is dealing with it.	Within 30 days, and normally within 5 working days
3	We investigate. We make reasonable enquiries, review the relevant records and systems, and speak to the people involved. We may come back to you for more detail.	Without undue delay
4	We keep you updated on progress if the investigation is taking time.	At least every 4 weeks
5	We give you our outcome in writing, in plain language, explaining what we found, what we got right or wrong, what we are doing about it, and your right to go to the Information Commissioner.	Within 3 months of receipt, unless the case is exceptionally complex, in which case we will explain the delay and give a revised date
6	If you are not satisfied with the outcome you may ask for a review by someone who was not involved in the original decision.	Ask within 28 days of our outcome

4. Our standards

- We take every complaint seriously and we do not treat anyone less favourably for making one.
- We investigate fairly and look at the evidence rather than assuming we were right.
- We write in plain English and avoid legal jargon.
- Where we have made a mistake we say so, apologise, and explain what we are changing so that it does not happen again.
- We tell you clearly how to escalate if you are not satisfied.
- We use complaints to improve. Themes are reviewed at least annually by the Director.

5. Taking it further

You do not have to wait for us to finish before going to the Information Commissioner, but the Information Commissioner will normally expect you to have raised the matter with us first and given us a reasonable opportunity to respond.

Information Commissioner's Office	Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Helpline	0303 123 1113
Online	ico.org.uk/make-a-complaint

You also have the right to seek a judicial remedy through the courts, and to claim compensation if you have suffered damage or distress as a result of a breach of data protection law. Nothing in this procedure affects those rights.

6. How we record complaints

We keep a complaints register recording the date received, the reference, the nature of the complaint, who dealt with it, key dates, the outcome, and any action taken. Records are kept for six years and are used to monitor our performance against the timescales in section 3. The register is available to the Information Commissioner on request.

7. Related documents

- Funds4School Privacy Notice
- Funds4School Data Processing Agreement for schools
- Funds4School Data Protection Impact Assessment