

Complaints Policy 2025-26



Date approved	July 2026
Approved by	Trust Board
Date adopted by the Trust	Sep 2026
Review cycle	Annually
Last review date	Sep 2024
Date of next review	Sep 2026
Policy owner	Kingsbridge EIP SCITT
Changes made in last review	We have updated this template privacy notice in line with recommendations made by the DfE and ESFA.

Introduction

Risk of Failure procedures

Cause for Concern

Risk of Failure

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Academic Appeals Overview

Making an Application and Deadlines

Trainee Data Protection Privacy Statement

The Data Protection Act (DPA) and General Data Protection Regulation (GDPR) regulates the processing of personal data in any format by Community First Academy Trust (CFAT) t/a Kingsbridge Teacher Training, including both digital and hard copy personal data and all other formats.

This document has been prepared in accordance with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and other related legislation and applies to all schools and operations including hubs of Community First Academy Trust trading as Kingsbridge EIP SCITT.

'Personal data' is any information relating to a living individual, and 'processing' is any activity carried out involving personal data, including holding and storing it.

CFAT takes the security of personal data seriously. CFAT has a range of internal policies, controls and procedures in place to try and ensure that your and any format of personal data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Our internal GDPR security policies are available for review online at <https://www.cfat.org.uk/policies/gdpr>

This privacy notice applies to:

- Trainees enrolled on our initial teacher training programme**
- Applicants to our PGCE training programme (2023-24 through Bath Spa University)**
- Individuals expressing an interest in teacher training through recruitment events**
- Individuals expressing an interest in teacher training through email enquiry**
- Individuals expressing an interest in teacher training through their school experience**
- Any schools in our partnership**
- Any partnership school staff working for Community First Academy Trust trading as Kingsbridge EIP SCITT**
- Any individual who wishes to work with Community First Academy Trust trading as Kingsbridge EIP SCITT on an individual basis**

This notice provides details about:

- The personal information we collect.**
- How we collect that personal information.**
- What we do with the personal information.**
- Your rights in relation to any personal information held and processed by the Trust.**

The Trust has appointed a Data Protection Officer with responsibility for ensuring that personal information is held and processed in the correct way. Questions about this policy, or requests for further information, should be directed to the Data Protection Officer at: info@cfat.org.uk

WHAT IS PERSONAL INFORMATION?

Personal information is any information that relates to you that can be used directly or indirectly to identify you. This includes information such as your name, date of birth and address as well as information relating to your exam results, medical details, and behaviour records. This may also include sensitive personal information, such as your religion or ethnic group, photos, and video recordings.

Where we process special categories of personal information or criminal records information to perform our duties, this is done in accordance with our legal obligations.

WHY WE COLLECT AND USE YOUR INFORMATION

The Trust needs to process information about you to meet its obligations under your DfE Apply Application. For example, it needs to process your information to process your application to train to teach under our initial teacher training programme.

In some cases, the Trust needs to process information to ensure that it is complying with its legal obligations. For example, it is required to check an employee's entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled.

In other cases, the Trust processes your personal information before, during and after the end of the relationship

Processing personal information allows the organisation to:

- run recruitment and promotion processes;**
- maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of trainee contractual and statutory rights;**
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;**
- operate and keep a record of trainee performance and related processes, to plan for career development, and for succession planning and workforce management purposes;**
- operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that trainees are receiving the bursary payments or other benefits to which they are entitled;**
- obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and**
- ensure that trainees are receiving the pay or other benefits to which they are entitled;**

operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective trainee management, to ensure that the organisation complies with duties in relation to leave entitlement, and to ensure that trainees are receiving the pay or other benefits to which they are entitled;

- ensure effective general HR and business administration;**
- provide references on request for current or former employees; and**
- respond to and defend against legal claims.**

Some special categories of personal information, such as information about health or medical conditions, is processed to carry out employment law obligations (such as those in relation to employees with disabilities).

Where the Trust processes other special categories of personal information, such as information about ethnic origin, sexual orientation or religion or belief, this is to carry out its obligations and exercise specific rights in relation to employment.

LAWFUL BASIS FOR PROCESSING PERSONAL INFORMATION

There are several reasons why we hold, process, and share personal information.

Under data protection laws, the lawful reasons for processing personal information include:

- Consent.
- For the performance of a contract.
- To comply with a legal obligation.
- To protect the vital interests of the trainee or another person.
- For a task carried out in the public interest.
- For a legitimate interest of the school or one of the organisations it shares data with
- except where those rights are overridden by the interests or fundamental rights and freedoms of the data subject.

CONSENT

We may ask for your consent to use your information in certain ways, such as publicity of photographs on marketing materials including our website. If we ask for your consent to use your personal information, you can take back this consent at any time. Any use of your information before you withdraw your consent remains valid.

PERFORMANCE OF A CONTRACT

On some occasions, the school will process trainee personal information for the performance of a contract.

LEGAL OBLIGATION

This is where we need to use trainee personal information to comply with a legal obligation.

For example, Statutory reporting requirements to the Department for Education (DFE) are included within this section. As is disclosing information to third parties such as the courts or the police where we are legally obliged to do so.

VITAL INTERESTS

This legal basis can be used where, for example, we need to disclose information about a trainee teacher in an emergency medical situation.

PUBLIC INTEREST

We consider that we are acting in the public interest when providing education. Specifically, we have a public interest in:

Providing an education.

- **Fulfilling our safeguarding obligations and investigating complaints that may be directly connected with you or may require access to your personal information when investigating complaints by others.**
- **Promoting the interests of the school.**
- **Managing the school efficiently.**
- **Why do we collect and process trainee personal information?**
- **We use trainee personal information to:**
 - **Support learning.**
 - **Monitor and report on trainee progress.**
 - **Provide appropriate pastoral care.**
 - **Assess the quality of our services.**
 - **Comply with the law regarding information sharing.**

COLLECTING THIS INFORMATION

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis and sourced through DfE Apply and through application forms. In order to comply with data protection legislation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

STORING THIS INFORMATION

We hold your information in line with our data retention policy. The digital data is stored on database servers in a secure protected environment accessible only by approved staff.

The paper records are stored in a locked cabinet in a secure locked room accessible only by SCITT staff for example Lead Mentors and SCITT Administrators.

WHO WE SHARE THIS INFORMATION WITH

We routinely share this information with:

- **placement school in which trainee and apprentice teachers are placed**
- **the Department for Education (DfE)**
- **advisory board and our Board of Trustees**

SHARING TRAINEE PERSONAL DATA WITH THIRD PARTIES

We anonymise all trainee teacher personal data if we need to share it with third parties. This is so you cannot be identified. We will only share your anonymised data where data protection laws allow it, or there is a legal requirement to share it.

WHY WE SHARE THIS INFORMATION

We do not share information about our trainee teachers with anyone without consent unless the law and our policies allow us to do so.

AUTOMATED DECISION-MAKING AND PROFILING

We do not make automatic decisions or undertake automated decisions regarding individuals to evaluate certain information about an individual (profiling).

REQUESTING ACCESS TO YOUR PERSONAL INFORMATION

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, contact the Data Protection Officer: Craig Holden through info@cfat.org.uk

You also have the right to:

- object to processing of personal information that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal information rectified, blocked, erased or destroyed

WITHDRAWAL OF CONSENT

Where we are processing your data with your consent, you have the right to withdraw that consent if you change your mind or are unhappy with our use of your personal data. Please let us know by contacting the Data Protection Officer on email info@cfat.org.uk

CONTACT

If you would like to discuss anything in this privacy notice, please contact your Lead Mentor or the Trust Data Protection Officer on info@cfat.org.uk

Appendix 1 Consent for use of personal data for SCITT marketing and promotion

Please tick the relevant box(es) below, sign and return this form to the school admin office.

Use of personal data – SCITT marketing and promotion 2018-19 Tick (✓)

I am happy for the school/trust to use my photo in the school/trust/kingsbridge newsletter when participating in newsletter activities.

I am happy for the school/trust to use my photo on trust social media platforms i.e.

@CFAT_News and @KingsbridgeEIP (i.e. twitter) when participating in SCITT or school

activities.

I am happy for the SCITT/trust to share my photo for use in the media (i.e. local newspapers) when participating and promoting school activities.

I am NOT happy for the Trust to use my personal data for any of the above purposes.

Why are we asking for your consent?

To ensure we are meeting the requirements of the General Data Protection Regulation, we need to seek your consent for some of the ways we use information about you outside any legal basis we have to process data relating to you.

We would appreciate you taking the time to give consent again, as we really value being able to use the information in the ways listed above.

**To find out more, please refer to the attached Privacy Notice, which is also available for review on our website
<http://www.kingsbridgeteachertraining.co.uk/statutory-information/general-data-protection-regulations>**

Staff member's signature: _____

Date: _____

Should you have any questions or queries please do not hesitate to contact the trust Data Protection Officer: Craig Holden.

If you offer consent and change your mind at any time, you can let us know by visiting <https://www.cfat.org.uk/policies/gdpr>, to opt out.