



# MidKent College

## MAIDSTONE CAMPUS

Tonbridge Road, Maidstone, Kent ME16 8AQ. Telephone: 01622 691555

[www.midkent.ac.uk](http://www.midkent.ac.uk)

## Complaints and Appeals Privacy Notice

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and the Data Protection Act 2018.

This privacy notice specifically refers to MidKent College’s use of data collected through the Complaints and Appeals MS form process.

The types of information collected during this process:

- Our team works incredibly hard to support students and to ensure they successfully achieve their programme and progress. However sometimes when students, parents, employers or members of the public are dissatisfied with the college’s performance complaints are made directly to the college. To process a complaint, the college will collect details of the complainant even if they are not the subject of the report details of that individual. The matter will be comprehensively investigated, and we will capture details of witnesses or others involved recorded together with the details of the complaint investigation.
- Other complaints on any subject from any source will also be investigated and similar details recorded.
- There are several different appeals processes. The appeals Microsoft form process deals with appeals related to assessment, enrolment, progression, disciplinary and exclusion, complaint outcomes, qualification and examination. All details of the appellant and if they are not the subject of the report details of that individual will be recorded. Details of the appeal investigation and outcome.
- The outcome of the complaint may not be shared with the complainant however, a confirmation closing statement will be sent.

### Purpose of Processing

The complaints and appeals Microsoft form process enables the submission of complaints and appeals to be submitted in confidence to the college via the college web site. The process allows the college to administrate the complaint/appeals process in a confidential manner communicating with the complainant until the complaint/appeal is fully investigated or resolved. The details of the complaint will be used to enable institutional learning to prevent future occurrences of similar issues.

The personal details of complainants, appellants and any other individual connected to a complaint or appeal will be recorded and retained by the college to support a complaint/appeal investigation. The college will use this information to contact individuals to follow up any issues or concerns.



Principal & Chief Executive: Simon Cook

Other Campus: Medway Campus, Medway Road, Gillingham, Kent ME7 1FN. Telephone: 01634 383000

MidKent College is a partner college of the University of Kent

Should any safeguarding, welfare issues or staff members be identified the Safeguarding Team and Human Resources Department will be informed and consulted. Details of complaints received will be shared with managers as required to oversee and manage the complaints/appeals process.

#### Lawful Basis for Processing

By completing the complaints or appeals online Microsoft form, participants are providing consent to the processing of their personal data for the purposes specified.

The College is legally obliged to respond to safeguarding or welfare issues should any be identified.

During the complaint process we will gain consent for any individuals to capture statements and to retain their data within the investigation.

#### Who we share data with and storage.

All complaints and appeals will be reviewed by the Course Support and College Quality team and if they identify any issues that require follow up or that indicate a safeguarding concern, then the information will be shared with the appropriate staff within the college.

Details of complaints and appeals will be held securely on the College network/devices and will be made accessible to the relevant College employees. An anonymised analysis of complaints will be published on a wider scale to enable the college to proactively reduce complaints and dissatisfaction.

All data is stored within the UK and not distributed out to third parties organisations unless identified on the full privacy notices where appropriate - [Privacy & Cookies | MidKent College](#)

#### Retention Period and Criteria

Retention of information is aligned to the College Retention Policy

Any safeguarding issues and follow up actions will be retained in accordance with the College's retention schedule.

#### Data Subject Rights

The GDPR provides certain rights that individuals may exercise in respect of their own personal data. If you would like to exercise any of the rights in the GDPR, in respect of personal data you have submitted, please contact the Data Protection Officer using the contact details below. Please note that there may be some circumstances in which your request cannot be complied with – for instance if we have a legal obligation to keep data, or to process it in a particular way. All requests to exercise GDPR rights will be handled on a case by case basis.

#### Identity and Contact Details of Controller

MidKent College is the controller of your personal data. Any responses and personal data submitted under this survey and any relevant follow up phone calls will not be processed by a third party or any other processor.

If you have any questions about this notice or the ways in which we use your personal information, please contact our Data Protection Officer:

- Post: Data Protection Officer, MidKent College, Medway Campus, Medway Road, Gillingham, Kent, ME7 1FN
- E-Mail: [Data.Protection@midkent.ac.uk](mailto:Data.Protection@midkent.ac.uk)
- Telephone: 01634 383000

#### Right To Lodge A Complaint

If you are dissatisfied with the way we are managing your personal data, please let us know in the first instance by contacting our Data Protection Officer on the above details. If you remain dissatisfied, you are entitled to raise your concerns with the Information Commissioner's Office via <https://ico.org.uk/>.

AH 23.5.2023

HF 13.11.23