

Complaints of breach or unauthorized release of student data and/or teacher or principal data

Ascend has established the procedures for parents, guardians, eligible students, teachers, principals, and other school staff to file complaints with Ascend about breaches or unauthorized releases of student data and/or teacher or principal data. All complaints must be submitted to the school's Data Protection Officer (the Assistant Principal of Operations) in writing, utilizing this complaint form.

Upon receipt of a complaint, the school will promptly acknowledge receipt of the complaint, commence an investigation, and take the necessary precautions to protect PII. Following the investigation of a submitted complaint, the school will provide the individual who filed the complaint with its findings. This will be completed within a reasonable period of time, but no more than 60 calendar days from the receipt of the complaint by the school. If the school requires additional time, or where the response may compromise security or impede a law enforcement investigation, the school will provide the individual who filed the complaint with a written explanation that includes the approximate date when the school anticipates that it will respond to the complaint.

Name: _____

Phone number: _____

Email: _____

School: _____

Relationship to school (identify one):

Parent/guardian Eligible student Teacher Principal School staff

Description of complaint: