# Data Usage Access Act 2025 – Complaint Form

*To be completed by the complainant*

*Please return this form to* [*admin@oaktrust.org*](mailto:admin@oaktrust.org)

## **Part 1: Complainant's Details**

Please provide your full contact information so we can communicate with you regarding your complaint.

|  |  |
| --- | --- |
| **Full Name:** |  |
| **Relationship to the trust:**  (e.g. student, parent/carer, staff member, former student, volunteer, contractor) |  |
| If student: |  |
| year group: |  |
| form/class: |  |
| If parent/carer: |  |
| student's full name: |  |
| student's year group: |  |
| **Contact telephone number:** |  |
| **Email address:** |  |
| **Postal address:** |  |
| **Preferred method of contact:**  (e.g. email, phone or post) |  |

**Part 2: Details of the complaint**

Please provide a clear and concise description of your complaint.

|  |  |
| --- | --- |
| **Date(s) of the incident(s)** | |
| When did the misuse occur or when did you become aware of it? |  |
| **Nature of the complaint** | |
| Please tick all that apply and provide details below: |  |
| Unauthorised access to personal data |  |
| Unauthorised disclosure of personal data |  |
| Incorrect or inaccurate personal data |  |
| Unlawful processing or use of personal data |  |
| Failure to respond to a data subject request  e.g. Subject Access Request or Right to Erasure |  |
| Other (please specify) |  |
| **Description of the incident(s)** | |
| What happened?  Provide a detailed narrative of the events. |  |
| Who do you believe was involved?  e.g. specific staff member, department, external party |  |
| What personal data was involved?  e.g. name, address, medical information, academic records, disciplinary records, financial details, sensitive personal data |  |
| How do you believe your data was misused or accessed inappropriately? |  |
| Where did the incident occur (if applicable) |  |
| Has there been any previous attempts to resolve this issue informally?  e.g. discussed with a teacher, GDPR lead, head of department. | **Yes or No** |
| If yes, please provide details of who you spoke to and when. |  |

**Part 3: Supporting evidence**

Please list and attach any evidence that supports your complaint. This could include:

* emails or correspondence
* screenshots
* dates and times of relevant events
* witness statements (if applicable)

*Please list attached documents here:*

**Part 4: Desired outcome**

Please specify the resolution that you are seeking as a result of this complaint?

|  |  |
| --- | --- |
|  | Investigation and explanation of what happened |
|  | Correction of inaccurate data |
|  | Deletion of unlawfully processed data |
|  | An apology |
|  | Assurance that similar incidents will not occur in the future |
|  | Other (please specify): |

**Part 5: Declaration**

I understand that the trust will investigate this complaint in accordance with its Data Usage Access Act 2025 Complaint Process.

**Signature:**

**Date:**