The Two Counties Trust

Data Usage Access Act Complaint Form

1. Using this Form

This form should only be used for complaints related to data usage and access in accordance with the Data Usage Access Act (DUAA) and other relevant UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018).

Please see the Complaints Process Appendix of the Trust Complaints Procedure [Complaints Procedure](https://www.ttct.co.uk/our-trust/policies-and-documents/#1633079227970-669118b9-185c)

2. Your Details

|  |  |
| --- | --- |
| Your name: |  |
| Address: |  |
| Complaint concerns (school): |  |
| Relationship:  (e.g. student or parent) |  |
| If a student |  |
| Year group: |  |
| Class: |  |
| If parent or carer: |  |
| Student’s full name: |  |
| Student’s year group: |  |
| Contact telephone number: |  |
| Email address: |  |
| Preferred method of contact:  (e-mail or telephone) |  |

3. Details of Your Complaint

Please provide a clear and concise description of your complaint as per the Complaints Procedure Appendix.

|  |  |
| --- | --- |
| Date of incident (s)  When did the misuse occur or when did you become aware of it? |  |
| Please tick all that apply below to set out the nature of your complaint: |  |
| Unauthorised access to personal data |  |
| Unauthorised disclosure of personal data |  |
| Incorrect or inaccurate personal data |  |
| Unlawful processing / use of personal data |  |
| Failure to respond to a data subject request e.g. Subject Access Request / Right to Erasure |  |
| Other (please specify) |  |
| Description of the incident(s) |  |
| Please provide a detailed narrative of what happened. |  |
| Who do you believe was involved  (e.g. staff name, external party, department) |  |
| 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? |  |
| If yes, please provide details of who you spoke to and when |  |

4. 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 the documents you have attached here:**

**5. 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): |

**6. Declaration**

I understand that the Trust will investigate this complaint in accordance with its Data Usage Access Act 2025 Complaint Process (Appendix A of the complaints procedure).

|  |  |
| --- | --- |
| Signature: |  |
| Date |  |

Official use only

|  |  |
| --- | --- |
| **Date complaint received and logged:** |  |
| **By whom:** |  |
| **Complaint referred to:** |  |