

Data Protection Complaints Form

In accordance with [Section 103](#) of the [Data \(Use and Access\) Act 2025](#), all data controllers are required to facilitate the making of data protection related complaints by providing a complaint form to data subjects which can be completed electronically and by other means.

If you consider that there has been an infringement of the UK GDPR or you have any concerns regarding how your personal data is being processed by Barking & Dagenham College, please complete this form. We will acknowledge receipt of your complaint within 30 calendar days from the date of receipt, and will investigate and respond without undue delay, in line with the requirements of the Act.

Section 1: Complainant Details

Full name:

Email address:

.....

Phone number:

.....

Relationship to organisation: (e.g. staff, student, parent, professional, visitor, governor)

.....

Data subject to which the complaint relates (e.g. my child / me)

.....

Section 2: Nature of Complaint

Data of Incident (if applicable):

Area involved (if known):.....

Type of Data Processing Concern (*tick all that apply*):

Unlawful data sharing.....

☐

Inaccurate data held

☐

Suspected data breach (including suspected loss of / inappropriate access to personal data)

☐

Failure to respond to a Data Subject Rights request.....

☐

Excessive data collection.....

☐

Other (please specify):

.....

Details of complaint (please describe the issue clearly, including any relevant dates, communications or individuals involved):

Section 3: Supporting evidence

I have attached relevant documents / emails / screenshots

☐

There are no relevant documents / evidence to attach

☐

Section 4: Desired Outcome

What resolution are you seeking? (e.g. correction of data, explanation, apology, assurance of future compliance)

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Section 5: Identification and Supporting Documents:

Please provide two supporting documents to confirm your identity (such as passport / driving licence and recent utility bill)

If you are requesting information on behalf of someone else, please provide a supporting document to confirm your entitlement to their personal data (for example birth certificate or other proof of parental responsibility or, for solicitors, specific written consent from the data subject or their carer).

Please be informed that, in circumstances where the data subject is considered to have capacity, we may seek their consent / opinion prior to processing your complaint.

Section 6: Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge and that where I act on behalf of another individual, I have entitlement to do so.

Signature:

.....

Date:

.....

Please submit the completed form to Victoria Eastwood, Chief Governance Officer/Data Protection Officer: victoria.eastwood@bdc.ac.uk. Alternatively, if you prefer to provide a hard

copy please hand this into reception marked confidential for the attention of the Data Protection Officer.