St James' Church of England Infants and Nursery School
Leonard Street, Derby, DE23 8EG. Telephone: 01332 854984
E-mail: admin@stjamesinfants.derby.sch.uk
Head Teacher: Miss L Pancisi

# Data (Use and Access) Act 2025 – Complaint Form

*To be completed by the complainant*

*Please return this form to St James' Church of England Infant and Nursery School, Leonard Street, Derby DE23 8EG*

## 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 school:**<br>(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:**<br>(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<br><br>e.g. Subject Access Request or Right to Erasure | |
| Other (please specify) | |
| **Description of the incident(s)** | |
| What happened?<br><br>Provide a detailed narrative of the events. | |
| Who do you believe was involved?<br><br>e.g. specific staff member, department, external party | |

| | |
|---|---|
| What personal data was involved?<br><br>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?<br><br>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/school will investigate this complaint in accordance with its Data (Use and Access) Act 2025 Complaint Process.

**Signature:**

**Date:**