

# **Thomas Telford Multi Academy Trust**



**Data (Use and Access) Act 2025**

**Complaint Form**

**February 2026**

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

*To be completed by the complainant*

*Please return this form to relevant TTMAT Academy*

### Part 1: Complainant's Details

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

<b>Full Name:</b>	
<b>Relationship to the TTMAT Academy:</b> 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:	
<b>Contact telephone number:</b>	
<b>Email address:</b>	
<b>Postal address:</b>	
<b>Preferred method of contact:</b>	
(e.g. email, phone or post)	

### Part 2: Details of the complaint

Please provide a clear and concise description of your complaint.

<b>Date(s) of the incident(s)</b>	
When did the misuse occur or when did you become aware of it?	
<b>Nature of the complaint</b>	
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)	
<b>Description of the incident(s)</b>	

<p>What happened?</p> <p>Provide a detailed narrative of the events.</p>	
<p>Who do you believe was involved?</p> <p>e.g. specific staff member, department, external party</p>	
<p>What personal data was involved?</p> <p>e.g. name, address, medical information, academic records, disciplinary records, financial details, sensitive personal data</p>	
<p>How do you believe your data was misused or accessed inappropriately?</p>	
<p>Where did the incident occur (if applicable)</p>	
<p>Has there been any previous attempts to resolve this issue informally?</p> <p>e.g. discussed with a teacher, GDPR lead, Head of Department.</p>	<p><b>Yes or No</b></p>
<p>If yes, please provide details of who you spoke to and when.</p>	

### 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?

<input type="checkbox"/>	Investigation and explanation of what happened
<input type="checkbox"/>	Correction of inaccurate data
<input type="checkbox"/>	Deletion of unlawfully processed data
<input type="checkbox"/>	An apology
<input type="checkbox"/>	Assurance that similar incidents will not occur in the future
<input type="checkbox"/>	Other (please specify):

### Part 5: Declaration

I understand that the (*relevant TTMAT Academy*) will investigate this complaint in accordance with its Data (Use and Access) Act 2025 Complaint Process.

**Signature:**

**Date:**