DUAA 2025 Complaints Form

Under the Data Use and Access Act 2025 (DUAA), schools are now required to provide an electronic complaints form for individuals who wish to raise concerns about how their personal data is handled. While the ICO hasn't yet published a standardised form template, they do provide clear guidance and examples that can help you create one.

According to the ICO:

- The school must provide a way for individuals to submit complaints electronically (e.g. via a web form).
- The school must acknowledge complaints within 30 days.

The school must respond "without undue delay."

Form to raise concerns about how your personal data is handled		
Complainant Details	Full Name	
	E-mail address	
	Phone number (optional)	
	Postal address (optional)	
Nature of the Complaint	What is your complaint about? (e.g. data breach, inaccurate data, SAR delay)	
	When did the issue occur?	
	Which part of the school is involved?	
Details of the Complaint	Please describe what happened	
	How has this affected you?	
	Have you contacted the school about this before? (Yes/No)	
	If yes, please provide details	

Supporting Documents	Upload any relevant documents (e.g. correspondence, screenshots)	
Preferred Outcome	What would you like us to do to resolve your complaint?	
Declaration	Checkbox: “I confirm that the information provided is accurate to the best of my knowledge”	
Submit Button	[Submit Complaint]	