



## Electronic Complaint Form for the Data (Use and Access) Act 2025 (DUAA)

**The Data (Use and Access) Act 2025 (DUAA) requires that we help people who want to make complaints about how we use their personal information.**

Please complete this form if you have a complaint about the way Bromley Hills Primary School process your personal data. We are required to acknowledge complaints within 30 days and respond 'without undue delay'.

For further information, our data protection related policies can be found on our [website](#).

More information from the Information Commissioner's Office (ICO): <https://ico.org.uk/make-a-complaint/data-protection-complaints>

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### \* Required

#### Your Contact Details

We will need to use the information you provide in this form in order to respond to your complaint. We aim to respond promptly. If you are not satisfied with our response you may contact the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk)

1. Your Name \*

2. Your Email \*

3. Your Preferred Alternative Contact Details \*

4. Date of Complaint (DD/MM/YYYY) \*



**The Nature of Your Complaint**

Please provide us with a clear description of your concern, including what happened, when, and how you believe your personnel data (and/or that of your child) was mishandled. For example, unauthorised access, incorrect data, or lack of transparency.

5. Description of Complaint \*

6. What outcome are you expecting? \*