



GDPRiS Platform v2 Guidance for Users

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DP Staff

Complaints

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Complaints

From time-to-time schools will need to log a complaint which is to do with data protection which may be tied to an Incident (data breach or cyber related) or an Information Request. The Complaints feature will allow schools to log these complaints.

How to log a Complaint

In the GDPRiS Portal go to the Complaints section via the navigation menu. **Incidents, Complaints and Information Requests\Complaints**

The screenshot shows the GDPRiS Portal interface. The left sidebar contains a navigation menu with the following items: Dashboard, Administration, Reports, Suppliers, RoPA and DPIAs, Audits, Incidents, Complaints and Information Requests (highlighted with a red box), Overview, Incident Log, Information Requests, Complaints (highlighted with a red box), Settings, Documents and Training, and Feedback. The main content area is titled 'Complaints' and features a search bar, an 'Add Complaint' button, and a table of complaints.

Id	Date Received	Status	Last Updated
> 5	04/03/2024	Receipt Acknowledged	04/03/2024 13:36
> 4	04/03/2024	Receipt Acknowledged	04/03/2024 10:05
> 3	15/02/2024	Receipt Acknowledged	04/03/2024 10:10
> 2	06/02/2024	Receipt Acknowledged	15/02/2024 13:47
> 1	05/02/2024	Receipt Acknowledged	15/02/2024 13:39

On the Complaints page, click on the “**Add Complaint**” button.

Complaints

Add the Basic information for the complaint.

Add Complaint

1

2

3

4

5

Basic InformationDescriptionComplainantICOConfirm

Basic Information

Received by

John Doh

8/250 char(s)

Date Received

12/03/2024 10:46

Complaint Method

Email

5/50 char(s)

Type

Inadequate technical or organisational security.

Owner

Jon Snow

CancelNext

The Type list is made up of the following entries:

- School is withholding data.
- School has not responded in time.
- School has provided incorrect information.
- Reoccurring breaches.
- Poor Breach response.
- Disagree with exemptions.
- Inadequate technical or organisational security.
- Data is being used beyond original purpose.
- Incorrect/absent lawful basis.
- Excessive data is being held.
- Data is inaccurate.
- Data should have been deleted.
- Inadequate privacy information.
- Other.

Purpose of Stage Levels

In the context of **UK GDPR and GDPR-compliant information requests** in schools, **stage levels** are used to categorise and manage the complexity or sensitivity of information requests and complaints. Possible objectives could be:

1. **Triage and Risk Assessment**

Stage levels classify requests according to factors such as:

- Volume of personal data requested
- Sensitivity of the information (e.g., safeguarding or health data)
- Number of third-party data subjects involved
- Likely administrative burden

This allows schools to prioritise urgent or high-risk requests and allocate appropriate resources.

2. **Workflow Management**

Different stage levels define which **staff members** are responsible for handling the request:

example of stage can be low-risk to high-risk or simple request to complex request.

3. **Exemption and Clarification Handling**

Requests that trigger exemptions (manifestly unfounded/excessive) or require clarification can be mapped to appropriate stages, which guide the **review process** and **necessary escalation**.

Practical School Example

Stage	Data Type	Complexity	Responsible
1	Basic personal data	Simple	Admin Clerk
2	SEN/Health data	Moderate	DPO review
3	Safeguarding / multi-subject	Complex	DPO + Legal + Senior Leadership

Complaints

Type in the information about the complaint.

Add Complaint

1

2

3

4

5

Basic InformationDescriptionRequestorICOConfirm

Description

Summary

The personal data of the data subject has been used via a means which was not previously agreed or understood by the data subjects parent.

This has resulted in something happening which should not have happened and as a result, the parent has raised a complaint with the school.

279/2000 char(s)

Supporting Document Locations

Add descriptions or links to supporting documents, use the plus icon to add new links.

E:\Folder 1\Folder 2\Folder 3\Filename.docx

Supporting Documents Description

+

Evidence of what has happened

29/4000 char(s)

Cancel

Back

Next

Complaints

Add the information about the Complainant as well as their expectations of the complaint.

Add Complaint

1

2

3

4

5

Basic InformationDescriptionRequestorICOConfirm

Requestor

Name

Jane Doh

Address

123 Blah Street, Cool town, XY12 3ZO

Phone

012345678910

Email Address

Jane.doh@madeup.co.uk

Expectations

The parent wants to make sure that the school removes the data subjects information from the system so that it cannot be used in the means in which it has been processed.

170/4000 char(s)

Cancel

Back

Next

Select if the complaint is reportable to ICO or if the complaint should be timed. If Timed is selected, there is a 30 day period for the complaint to be responded to.

Add Complaint

1

2

3

4

5

Basic InformationDescriptionRequestorICOConfirm

ICO

☐ Reported to ICO?

☒ Timed?

Cancel

Back

Next

Complaints

Confirm all the information on the complaint and either click **“Save”** to create the complaint, **“Back”** to go back to the relevant stage which needs correcting or **“Cancel”** to discard all information for this complaint.

1

Basic Information

2

Description

3

Requestor

4

ICO

5

Confirm

Confirm

Basic Information

Received by:John Doh

Date Received:08/03/2024 13:13

Complaint Method:Email

Type:Unlawful processing

Owner:Jon Snow

Requestor

Name:Jane Doh

Address:123 Blah Street, Cool town, XY12 3ZO

Phone:012345678910

Email Address:Jane.doh@madeup.co.uk

Expectations:The parent wants to make sure that the school removes the data subjects information from the system so that it cannot be used in the means in which it has been processed.

ICO

Reported to ICO:No

Timed:Yes

Description

Summary:The personal data of the data subject has been used via a means which was not previously agreed or understood by the data subjects parent. This has resulted in something happening which should not have happened and as a result, the parent has raised a complaint with the school.

Supporting Document Locations:E:\Folder 1\Folder 2\Folder 3\Filename.docx

Supporting Documents Description:Evidence of what has happened

Cancel

Back

Save

When a complaint is created, your SchoolDPStaff users will be sent a notification.

Linking the Complaint to an Information Request or Incident

Complaints can be linked to either an Information Request or Incident.

Edit the complaint via the pencil icon on the right-hand side of the complaint.

Click **“Add Link”** at the top of the Complaint.

←

Update Complaint 6

Add Link

Basic Information

Complaint MethodEmail

Received byJohn Doh

OwnerJon Snow

ICO

Reported to ICONo

TimedYes

Complaints

Use the toggle at the top of the page to select either Information Request or Incident to link your complaint to.

Add Link

Information Request ☐ Incident

Select the Information Request or Incident by putting a tick in the box next to the item and then click “Save”.

←

Add Link

Information Request ☐ Incident

Search...

Id	Type	Status	Owner	Logged	Last Updated	
☐	23	Freedom of Information	Received	Craig DP	29/11/2023	29/11/2023
☐	22	Access	Closed - Responded	Jon Snow	27/10/2023	29/11/2023
☐	19	Access	Closed - Responded	Craig DP	29/09/2022	29/11/2023
☐	18	Access	Closed - Responded	Jon Snow	29/09/2022	14/02/2024
☐	16	Freedom of Information	Closed - Responded		03/03/2022	29/11/2023
☐	15	Access	Closed - Responded		04/01/2022	29/11/2023
☐	14	Access	Closed - Responded	omega alpha	05/10/2021	29/11/2023
☐	13	Access	Closed - Responded	Craig DP	09/08/2021	29/11/2023
☐	12	Access	Closed - Responded	Craig DP	15/07/2021	29/11/2023
☐	11	Access	Closed - Responded	Craig DP	14/05/2021	29/11/2023
☐	9	Erasure	Closed - Responded	craig uatdp	28/09/2020	10/03/2022
☐	8	Freedom of Information	Closed - Responded	Craig DP	28/09/2020	29/11/2023
☒	7	Data Sharing	Closed - Responded	Craig DP	07/07/2020	29/11/2023
☐	6	Freedom of Information	Closed - Responded	Craig DP	28/01/2020	29/11/2023
☐	5	Freedom of Information	Closed - Responded	Craig DP	09/10/2019	29/11/2023

Search

Select Type

Select Status

Search by Owner

dd / mm / yyyy

dd / mm / yyyy

Save

Once a complaint has been linked, you can view the item it has been linked to by clicking either the “**View Information Request**” or “**View Incident**” button at the top of the complaint.

Update Complaint 6

View Information Request

Communication & Comments

Complaints has a feature where you can add comments from ICO or from another source so that they are included in the complaint.

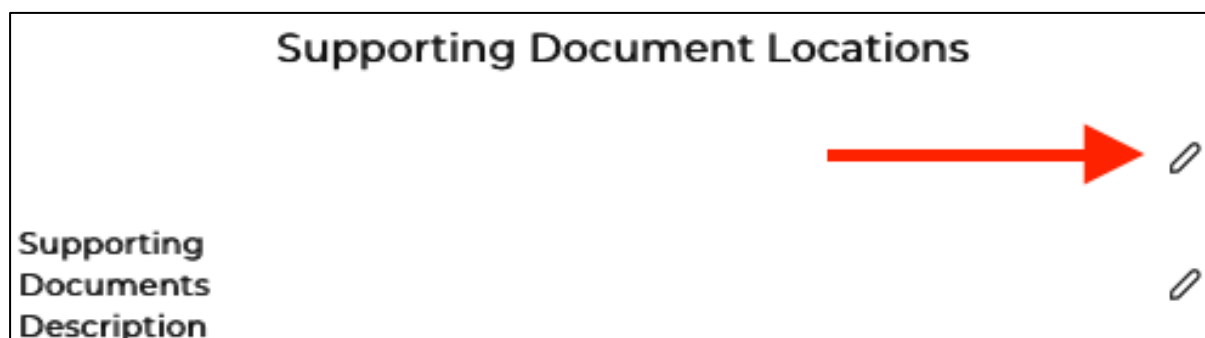
The image shows two side-by-side form panels. The left panel is titled 'Communication (0)' and contains a text area labeled 'Communication' with a character count '0/4000 char(s)'. Below the text area is a checkbox labeled 'From ICO' and a green '+ Add' button. At the bottom, it says 'No available options' with a pagination bar showing '2' and a dropdown arrow. The right panel is titled 'Comments (0)' and contains a text area labeled 'Comment' with a character count '0/4000 char(s)'. Below the text area is a green '+ Add' button. At the bottom, it says 'No available options' with a pagination bar showing '2' and a dropdown arrow.

When adding a Communication from ICO, make sure to tick the “From ICO” box.

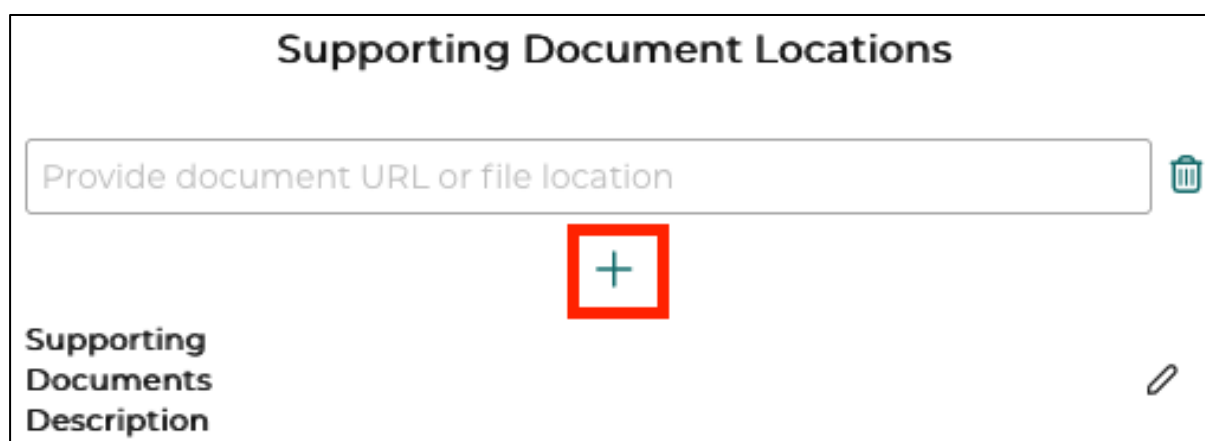
This is a close-up of the 'Communication (0)' form. The title 'Communication (0)' is at the top. Below it is a large text area labeled 'Communication' with a character count '0/4000 char(s)'. Below the text area is a checkbox labeled 'From ICO', which is highlighted with a red rectangular box. To the right of the checkbox is a green '+ Add' button. At the bottom, it says 'No available options' with a pagination bar showing '2' and a dropdown arrow.

Editing or Adding Supporting Document Location

If you need to either add or edit a Supporting Document Location, click on the pencil icon inside the Complaint on the Supporting Document Locations section.



If you need to add multiple document locations, click the "+" icon to add more locations.



Contact the Customer Success Team

Office hours

Mon-Thurs: 09:00 - 16:30 GMT

Fri: 09:00 – 15:30 GMT

If you require assistance regarding any section of this help guide, please do not hesitate to contact us via one of the following methods:

Tel: 02039 610 110

Mail: support@gdpris.co.uk