

## **Data Protection Complaints Form**

Please use this form only if you would like to raise a concern about how The Children's Trust handles your personal data. For all other complaints please see [our Complaints Policy](#).

This form may be returned by post or email, so any personal data you provide will be transmitted either through the mail system or electronically. While appropriate measures are taken to handle your information securely, there is still a small risk of loss, misdirection, or interception. For this reason, please do not include sensitive personal data unless it is absolutely necessary.

Any personal information you provide will only be used to deal with your complaint and will be handled in line with our privacy policy: [The Children's Trust Privacy Policy](#).

We've designed this form to be accessible. If you need any help or an alternative format, please contact us at [dpo@thechildrenstrust.org.uk](mailto:dpo@thechildrenstrust.org.uk).

Please send the completed form to:

**Data Protection Officer**

The Children's Trust  
Tadworth Court  
Tadworth, Surrey  
KT20 5RU

Or email to: [dpo@thechildrenstrust.org.uk](mailto:dpo@thechildrenstrust.org.uk)

We'll acknowledge it within 30 days and aim to resolve your complaint as quickly as possible. If you're not happy with our response, you can contact the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk). You can also find more information on making a complaint here: [Make a complaint - ICO](#).

**Your name:**

**Your email:**

**Your alternative contact method:**

**If you are submitting this form on behalf of another person:**

- the name of the person whose personal data this complaint is about:
- your relationship to that person:

**Date of complaint:**

**Type of complaint:**

**Please indicate the type(s) of issue your complaint relates to (select all that apply):**

- Accuracy of personal data (e.g. *incorrect or outdated information held about you*)
- Use of personal data  
(e.g. *how your data has been collected, shared, or processed*)
- Data retention  
(e.g. *data kept longer than necessary*)
- Data security concerns  
(e.g. *unauthorised access, loss, or disclosure of your data*)
- Automated decision-making or profiling
- Marketing or communications  
(e.g. *unwanted emails, calls, or messages*)
- Data Subject Access Request  
(e.g. *response times or completeness of response*)
- Other (please specify)

**Description of complaint:** *[Please provide a clear description of your concern, including what happened, when and the departments and/or services involved (if applicable). If you have already contacted us about this issue, please confirm the outcome.]*

**What outcome are you seeking?** *[Please tell us what you would like us to do to resolve your complaint (e.g., correct data, delete data, provide information)]*

**Confirmation of Identity:**

I confirm that the information provided is accurate and that I am the data subject or their authorised representative. No / Yes

**N.B** In the interests of confidentiality we may seek to confirm your identity before responding to your complaint or sharing any personal data with you. Acceptable forms of identification include a copy of a passport or a driving licence.