GDPRiS Platform v2 Guidance for Users

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DP Staff

Complaints

Contents

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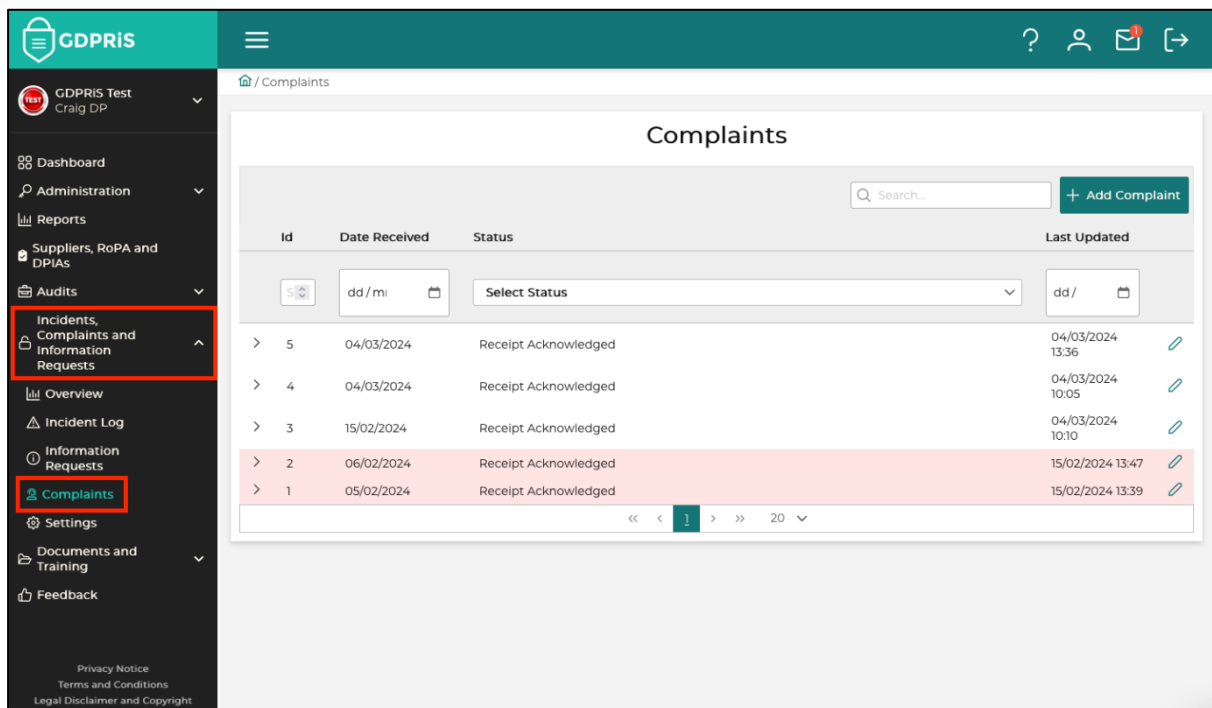
On the Complaints page, click on the "**Add Complaint**" button.

Complaints

Add the Basic information for the complaint.

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.

Complaints

Type in the information about the complaint.

Add Complaint

1	2	3	4	5
Basic Information	**Description**	Requestor	ICO	Confirm

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 Information	Description	**Requestor**	ICO	Confirm

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 Information	Description	Requestor	**ICO**	Confirm

ICO

☐ Reported to ICO?
☑ Timed?

Cancel   Back   Next

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.

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.

Complaints

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

Select the Information Request or Incident by putting a tick in the box next to the item and then click "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.
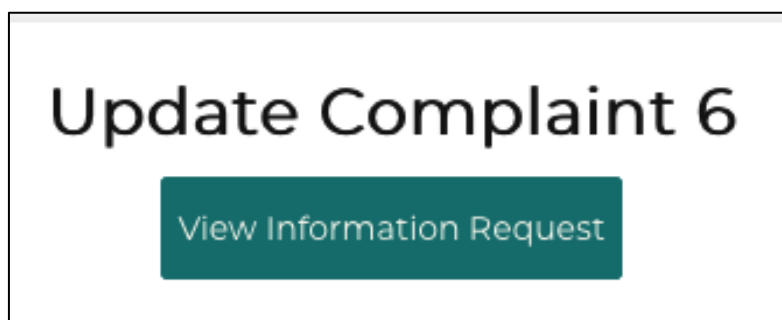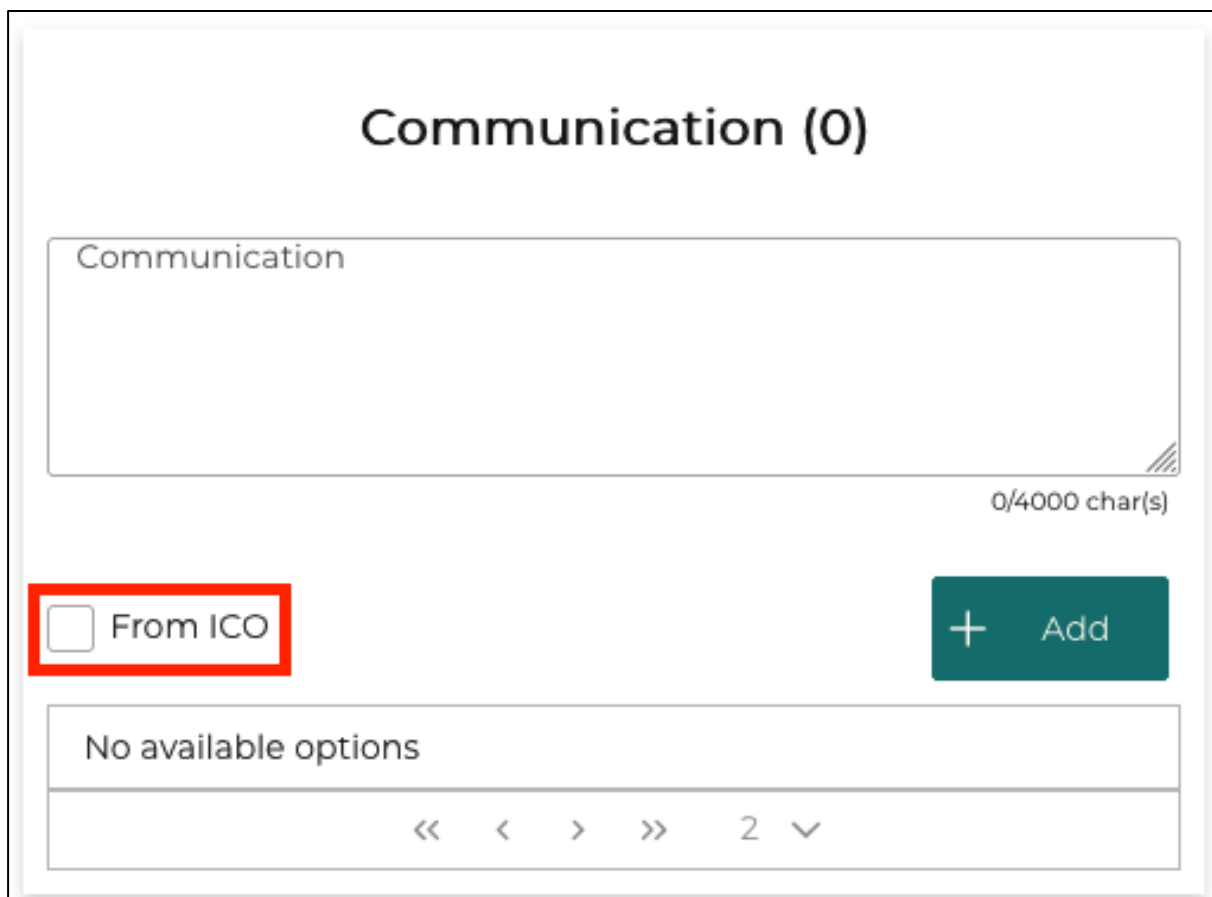
Communication & Comments

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

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

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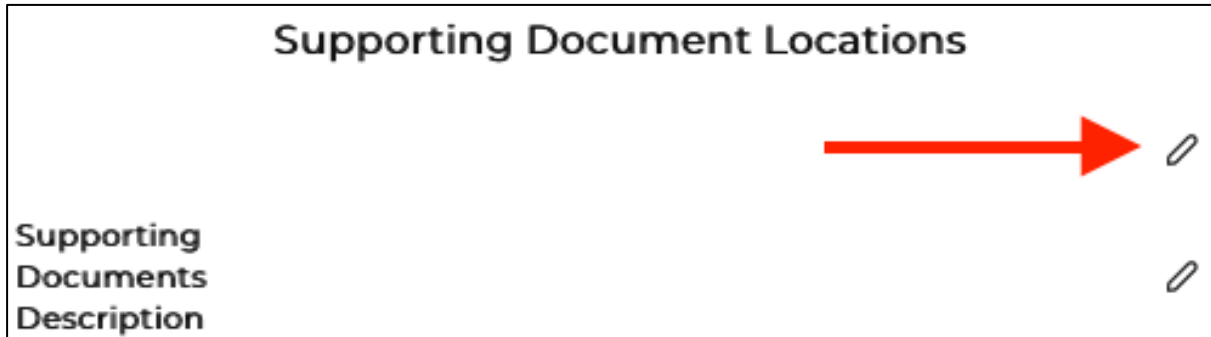
If you need to add multiple document locations, click the "**+**" icon to add more locations.

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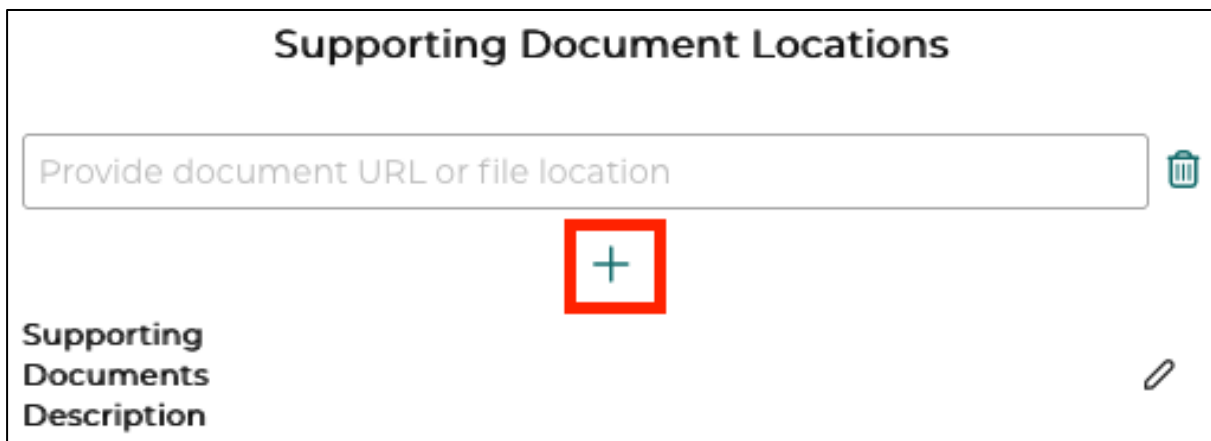
Contact the Customer Success Team

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