



GDPRiS Platform v2 Guidance for Users

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DP Staff

Complaints

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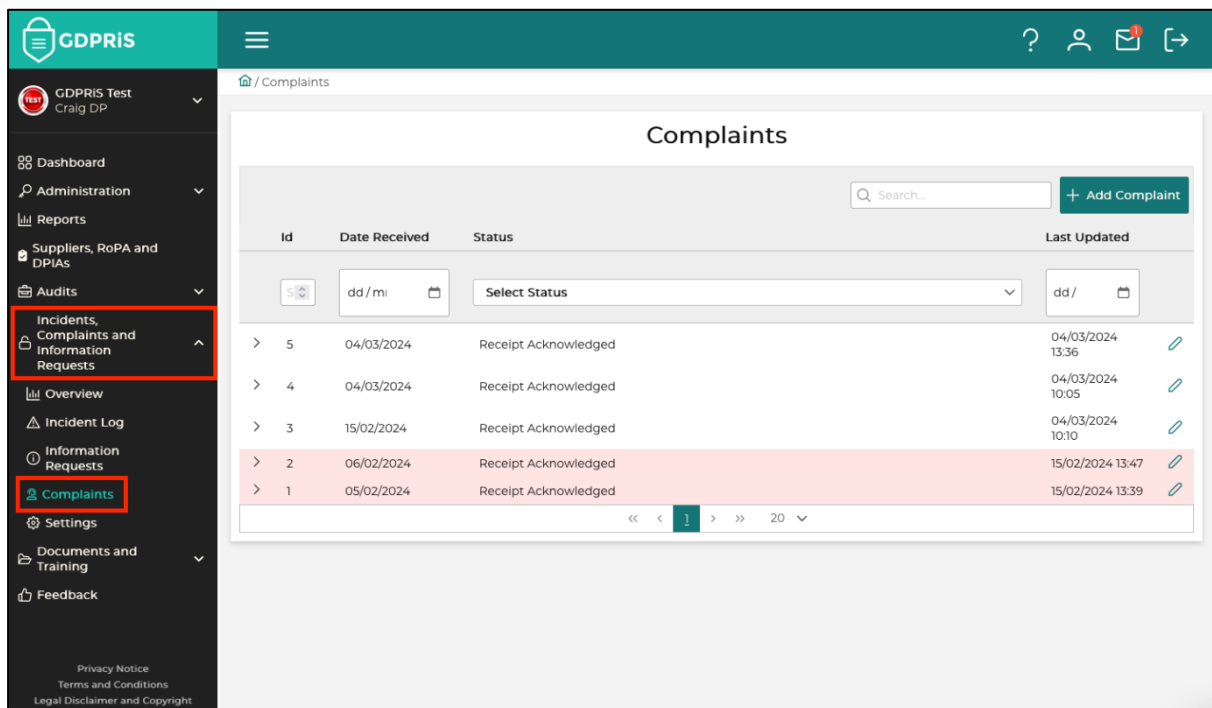
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Complaints

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**



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 Information

Received by

8/250 char(s)

Date Received

Complaint Method

5/50 char(s)

Type

▼

Owner

▼

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.

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

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.

Add 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	ICO Reported to ICO: No Timed: Yes
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.	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			ICO		
Complaint Method	Email	✎	Reported to ICO	No	✎
Received by	John Doh	✎	Timed	Yes	✎
Owner	Jon Snow	✎			

Complaints

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

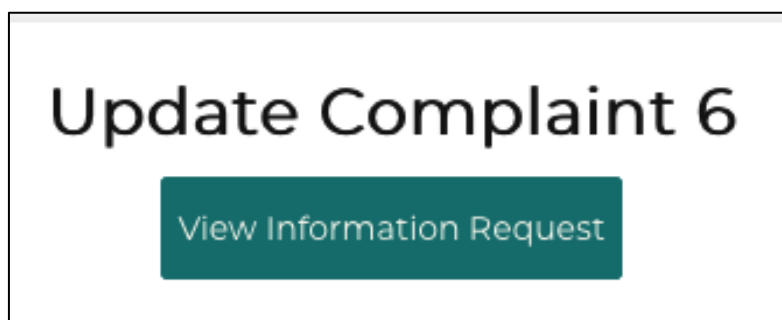


Select the Information Request or Incident by putting a tick in the box next to the item and then click "Save".

The screenshot shows a web interface titled "Add Link" with a toggle switch for "Information Request" (selected) and "Incident". Below the title is a search bar and a table with columns: Id, Type, Status, Owner, Logged, and Last Updated. The table contains 13 rows of data. The row with Id 7 is selected, indicated by a red box around the checkbox. A "Save" button is highlighted with a red box in the bottom right corner.

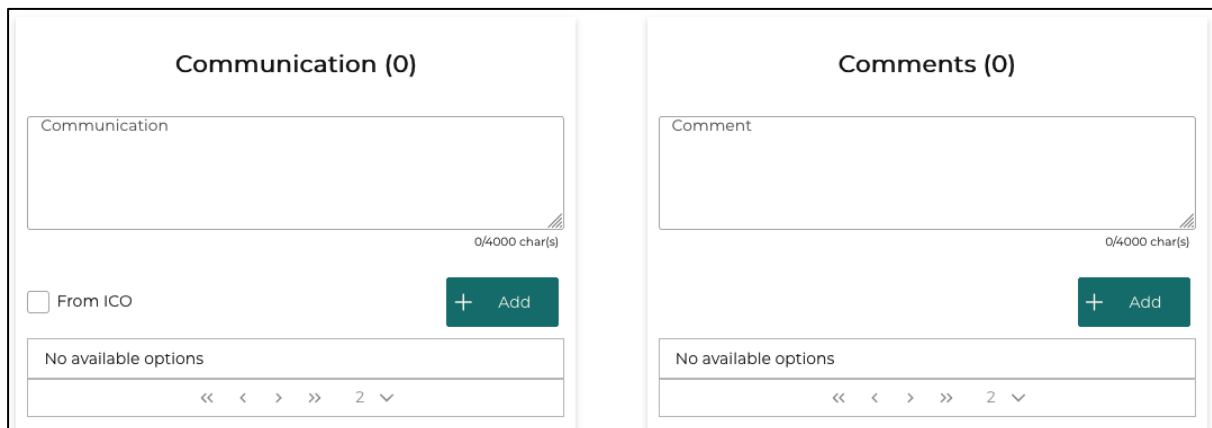
Id	Type	Status	Owner	Logged	Last Updated	
<input type="checkbox"/>	23	Freedom of Information	Received	Craig DP	29/11/2023	29/11/2023
<input type="checkbox"/>	22	Access	Closed - Responded	Jon Snow	27/10/2023	29/11/2023
<input type="checkbox"/>	19	Access	Closed - Responded	Craig DP	29/09/2022	29/11/2023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

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.



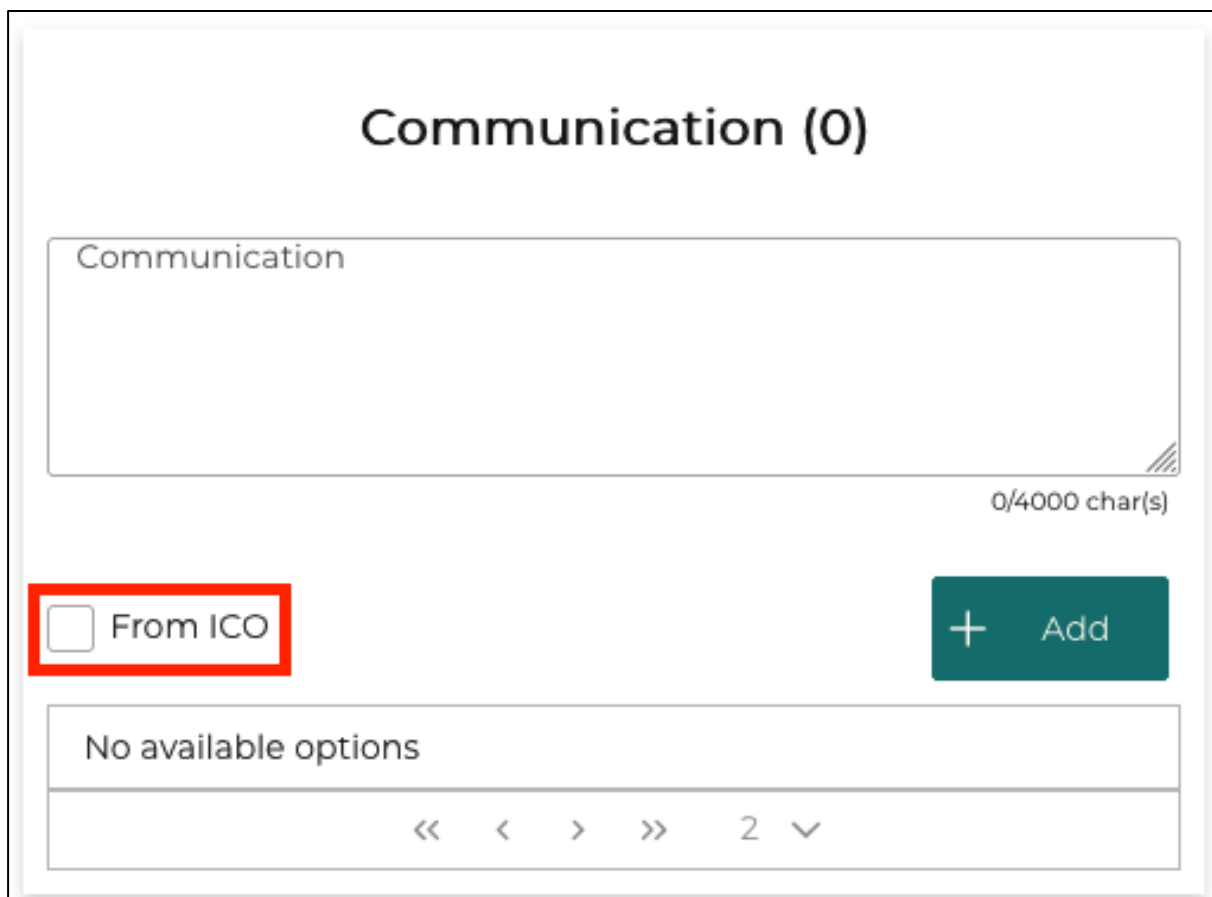
Communication & Comments

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



The screenshot shows two side-by-side panels. The left panel is titled "Communication (0)" and contains a text input field labeled "Communication" with a character count of "0/4000 char(s)". Below the field is a checkbox labeled "From ICO" and a green "+ Add" button. The right panel is titled "Comments (0)" and contains a text input field labeled "Comment" with a character count of "0/4000 char(s)". Below the field is a green "+ Add" button. Both panels have a "No available options" message and a pagination control showing "2" items.

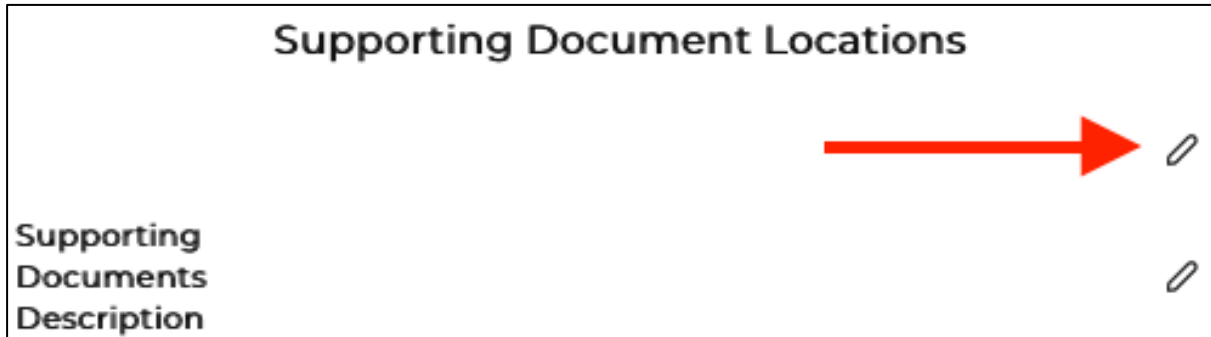
When adding a Communication from ICO, make sure to tick the "From ICO" box.



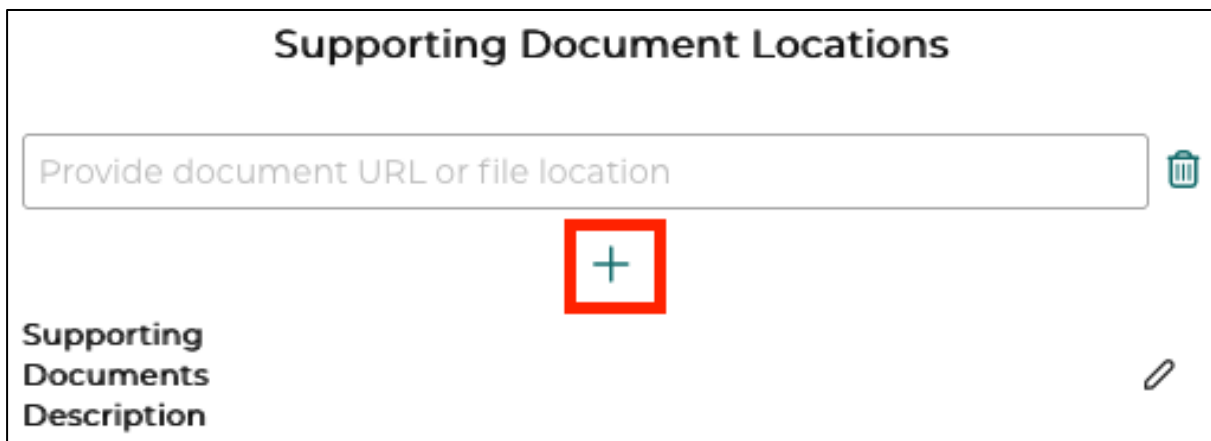
This is a close-up of the "Communication (0)" form. It features a large text input field labeled "Communication" with a character count of "0/4000 char(s)". Below the field is a checkbox labeled "From ICO", which is highlighted with a red rectangular box. To the right of the checkbox is a green "+ Add" button. Below the input field is a "No available options" message and a pagination control showing "2" items.

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