



Data protection

Data protection complaint form - customers

Use this form to tell us if you are unhappy with how TLG has handled your personal data

Version 2.0

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Version history

Version	Date	Author	Summary of changes
2.0	October 2026	Tanya Taylor	Drafted as a customer form in the new TLG branding with DPO details; guidance on school data and subject access requests; relationship with TLG; representative section; complaint categories; previous contact; outcome sought; adjustments; declaration linked to the Customer Privacy Notice; internal review and ICO rights; TLG use-only section.



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Before you start

Use this form if you are a TLG customer, or a contact at one of our customer schools, trusts or businesses, and you are unhappy with how TLG has collected, used, stored, shared or protected your personal data. Our Data Protection Complaint Procedure explains how we will handle your complaint.

Please note

- You do not have to use this form. You can also complain by email, letter, phone or in person.
- Fields marked * are required. Please give as much detail as you can, but do not worry if you do not have all the information.
- We will acknowledge your complaint within 30 days (normally within 5 working days) and tell you the outcome without undue delay.
- If your complaint is about pupil or staff data held by a school or trust, the school or trust is responsible for that data. Please contact them directly. If you send it to us, we will pass it on and help them respond.
- If you want a copy of your personal data, please use our Subject Access Request Form instead, or tell us in Section 3.

How to send your form

Method	Details
Email (preferred)	tanya.taylor@tlg.co.uk – subject line “Data protection complaint”
Post	Data Protection Officer, TLG, Unit 1F, Network Point, Range Road, Witney, Oxfordshire, OX29 0YN. Please mark the envelope “Private and Confidential”.

Section 1 About you

Your contact details	
Full name *	
Job title	
School, trust or organisation Leave blank if you are an individual customer	
Email address *	
Telephone number	
Postal address Only needed if you would like us to reply by post	
How would you like us to contact you? *	☐ Email ☐ Telephone ☐ Post

Your relationship with TLG	
I am *	☐ A contact at a customer school or trust ☐ A contact at a customer business ☐ An individual customer ☐ A website user or enquirer ☐ Other (please describe)
Which TLG business or service is your complaint about? e.g. TLG TurnITon, SalamanderSoft	
Customer account or ticket number If known	

Section 2 Complaining for someone else

Only complete this section if you are making the complaint on behalf of another person.

Representative details

Are you complaining on behalf of someone else? *	☐ No (go to Section 3) ☐ Yes
Name of the person whose data the complaint is about	
Your relationship to them	
Evidence of authority enclosed We need this before we can share their personal data with you	☐ Signed letter of authority ☐ Power of attorney ☐ Other (please describe)

Section 3 Your complaint

About your complaint	
What is your complaint about? * Tick all that apply	☐ How a request for my data was handled ☐ My data was lost, shared or accessed without permission ☐ My data is inaccurate or out of date ☐ My data was kept for too long ☐ Marketing emails, calls or texts ☐ Cookies or our website ☐ Security of my data ☐ Information about how my data is used ☐ Other (please describe below)
Please describe what happened * What happened, who was involved, and which personal data it concerned	
When did this happen? Date or approximate dates	
Who at TLG have you dealt with about this? Names, teams or reference numbers, if known	
Have you raised this with TLG before?	☐ No ☐ Yes If yes, when and with whom:

Does your complaint involve pupil or school staff data held by a school or trust?	☐ No ☐ Yes ☐ Unsure
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Section 4 What would you like us to do?

Outcome	
What outcome are you seeking? e.g. an explanation, an apology, correction or deletion of data, to stop marketing, a change in how we work	

Section 5 Supporting information

Documents and support	
Have you attached supporting evidence? e.g. emails, letters, screenshots	☐ Yes ☐ No List of documents attached:
Do you need any help or adjustments? e.g. a different format, a call at a particular time, or someone to help you	

Section 6 Declaration

Please tick to confirm



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Accuracy *	☐ The information I have given is accurate to the best of my knowledge
Use of my information *	☐ I understand TLG will use the information in this form to investigate and respond to my complaint, as described in the Customer Privacy Notice and the Data Protection Complaint Procedure
Name *	
Signature Typed name is fine if sending by email	
Date * DD/MM/YYYY	

If you are not satisfied

If you are not happy with our response, you can ask us to review it, as explained in our Data Protection Complaint Procedure. You also have the right to complain to the Information Commissioner's Office (ICO) at any time, although the ICO will usually expect you to have raised your complaint with us first: ico.org.uk/make-a-complaint, telephone 0303 123 1113, or write to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Section 7 For TLG use only

To be completed by the Data Protection Officer or Data Protection Lead.

Complaint handling	
Complaint reference	
Date received	
Date acknowledged Within 30 days of receipt	
Handled by	
Identity / authority checked?	☐ Yes ☐ Not required
Referred to school / trust as controller?	☐ No ☐ Yes Date and contact:
Linked records SAR or Data Breach Register reference, if applicable	
Outcome	☐ Upheld ☐ Partly upheld ☐ Not upheld
Actions agreed	
Date response sent	
Review requested?	☐ No ☐ Yes Reviewer and outcome:
Date closed	