



Data protection

Data protection complaint procedure

How to complain about the way TLG handles your personal data, and what we will do

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Version history

Version	Date	Author	Summary of changes
2.0	October 2026	Tanya Taylor	Rewritten in the new TLG branding with DPO details; scope and exclusions (school data, service complaints, grievances, whistleblowing); who can complain; complaint methods and accessibility; staged process with DUAA 30-day acknowledgement; links to breach and SAR handling; response content; internal review stage; ICO and court rights; use of complainants' data and 6-year retention; responsibilities; monitoring and learning; document control.

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In brief

- If you are unhappy with how TLG has handled your personal data, please tell us. You can complain by email, post, phone, online form or in person.
- We will acknowledge your complaint within 30 days (usually much sooner), investigate it fairly and tell you the outcome without undue delay.
- You can also complain to the Information Commissioner's Office (ICO) at any time, although the ICO will usually expect you to have contacted us first.
- Contact our Data Protection Officer, Tanya Taylor, at tanya.taylor@tlg.co.uk.

1. Purpose and scope

This procedure explains how TLG (Transforming Learning Group) and its group companies (together "TLG", "we" or "us") handle complaints about the way we collect, use, store, share or protect personal data. It meets our duty under the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025 (DUAA), to make it easy for people to complain to us and to deal with complaints properly.

It applies to anyone who believes that TLG has not handled their personal data in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 or the Privacy and Electronic Communications Regulations 2003 (PECR). For example, complaints about:

- how we have handled a subject access request or another request to exercise your rights;
- personal data being lost, disclosed or accessed without authorisation;
- inaccurate personal data, or data kept for too long;
- marketing emails, calls or cookies; or
- the information we gave you about how we use your data.

What this procedure does not cover

Type of concern	Where to raise it
Personal data held by a school or trust that uses our services (for example pupil records)	The school or trust is responsible for that data. Please contact them directly. If you send your complaint to us, we will pass it on and help them respond.
General complaints about our products or services	Our customer complaints process

Staff grievances about employment matters	The Grievance Policy, via the People & Culture team
Reporting suspected wrongdoing at TLG	The Whistleblowing Policy

2. Who can complain

Anyone whose personal data we process can make a complaint, including customer contacts, website users, job applicants, employees and former employees. You can also ask someone else, such as a relative, friend, solicitor or advocate, to complain on your behalf. We will need your written permission, or other evidence that they are authorised to act for you, before we share any of your personal data with them.

3. How to make a complaint

You can complain in whichever way suits you best:

Method	Details
Online form	Complete our Data Protection Complaint Form at [insert link]
Email	tanya.taylor@tlg.co.uk – please use the subject line “Data protection complaint”
Post	Data Protection Officer, TLG, Unit 1F, Network Point, Range Road, Witney, Oxfordshire, OX29 0YN
In person	Speak to any member of TLG staff, who will pass your complaint to the Data Protection Officer

You do not have to use a particular format or our form. To help us investigate, please tell us, where you can:

- your name and contact details, and how you would prefer us to contact you;
- which TLG business or service your complaint is about;
- what happened, when, and the personal data or activity involved;
- copies of any relevant emails, letters or other evidence; and
- what you would like us to do to put things right.

If you need help making a complaint, or need us to make any adjustments, for example providing information in a different format, please let us know.

4. What happens next

Stage	What we will do	Timescale
1. Acknowledge	Confirm we have received your complaint, tell you who is handling it and when you can expect to hear from us. We may ask you to confirm your identity if the complaint involves sharing personal data with you.	Within 30 days, and normally within 5 working days
2. Assess	Review your complaint, decide how to investigate it, and contact you if we need more information.	As soon as possible after acknowledgement
3. Investigate	The Data Protection Officer, or someone independent of the matter acting on their behalf, will look into your complaint, review records and speak to the people involved.	We aim to complete this within one calendar month
4. Keep you informed	If our investigation will take longer, we will tell you why and when we expect to finish, and keep you updated on progress.	Throughout
5. Respond	Tell you the outcome in writing (see section 5).	Without undue delay

If your complaint reveals a personal data breach, we will also deal with it under our Data Breach Policy, which may mean reporting it to the ICO within 72 hours. If your complaint includes a request for your personal data, or to exercise another of your rights, we will handle that request within the legal time limits in our Data Subject Access Request Policy and Procedure.

5. Our response

Our written response will explain:

- what we found, and whether we have upheld your complaint in full, in part or not at all;
- the reasons for our decision;
- anything we have done or will do to put things right, such as correcting or deleting data, providing information, or changing how we work;
- how to ask for a review if you are not satisfied (see section 6); and
- your right to complain to the ICO (see section 7).

We will not share personal data about other people in our response, and some details of our investigation may need to remain confidential.

6. If you are not satisfied

If you are unhappy with our response, you can ask for it to be reviewed by writing to us within 28 days, explaining why. The review will be carried out by a senior manager or director who was not involved in the original investigation. We will tell you the outcome of the review, normally within 20 working days.

7. Your right to complain to the ICO

You have the right to complain to the Information Commissioner's Office, the UK regulator for data protection, at any time. The ICO will usually expect you to have raised your concern with us first and given us the opportunity to respond, and under the DUAA it may decline to consider a complaint that has not been made to us first.

Website	ico.org.uk/make-a-complaint
Telephone	0303 123 1113
Address	Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

You may also have the right to seek a remedy through the courts, including compensation if you have suffered damage or distress because of a breach of data protection law. You may wish to take independent legal advice.

8. How we use your information

We will use the information you give us only to investigate and respond to your complaint, to improve how we handle personal data, and to meet our legal obligations. Only people who need to see it will have access to it. We may need to share it with the TLG staff and services involved, our advisers, a school or trust where it is the controller, or the ICO if it asks.

We keep complaint records for 6 years from our last action on the complaint, in line with our Data Retention Policy, and then securely delete them. Our Privacy Notices and Website Privacy Policy explain more about how we use personal data and your rights.

9. Our responsibilities

Who	Responsibilities
All TLG staff	Recognise a data protection complaint, however it is made, and pass it to the Data Protection Officer the same working day. Do not try to resolve it themselves unless asked to.
Data Protection Leads	Support the DPO with investigations in their TLG business and make sure agreed actions are completed.
Data Protection Officer	Owens this procedure; logs, acknowledges and investigates complaints; makes sure responses are fair, accurate and on time; and reports on complaints to senior management.
Executive Leadership Team	Reviews complaint trends and makes sure lessons learned lead to improvements.

10. Recording, monitoring and learning

Every data protection complaint is recorded in a complaints log, including the date received, the date acknowledged, the issues raised, the outcome, any actions taken and the date closed. The Data Protection Officer reviews the log regularly and reports the number, type and outcome of complaints to the Executive Leadership Team at least quarterly, so that we can identify patterns and improve how we handle personal data.

11. Contact us

If you have any questions about this procedure or your data protection rights, please contact:

Data Protection Officer	Tanya Taylor
Email	tanya.taylor@tlg.co.uk
Address	TLG, Unit 1F, Network Point, Range Road, Witney, Oxfordshire, OX29 0YN
Website	www.tlg.co.uk

12. Review of this procedure

This procedure is reviewed at least once a year by the Data Protection Officer, and sooner if there are changes to the law or ICO guidance. The current version is always available on our website.