

A young woman with curly hair tied up, wearing a light blue sweater, is smiling warmly at the camera. In the background, two other people are blurred, suggesting an office environment.

Data Protection Complaints Policy

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1. Context

The Data (Use and Access) Act 2025 requires organisations to implement complaint handling procedures for data protection matters.

Guidance on what is required has been issued by the ICO, the UK's data protection regulator.

2. Principles

RM's policy on data protection complaints is based on the following principles:

- Adherence to the law, and specifically the Data (Use and Access) Act 2025
- Adherence to guidance from the ICO, the UK's data protection regulator
- A commitment to acknowledge mistakes where they have been made and a commitment to address root causes of complaints received

3. Scope

(This Policy applies to all entities owned by RM plc including RM Education Ltd, RM Education Assessment Ltd, RM Education Holdings Ltd, RM Educational Resources Ltd, RM Education Solutions India Pvt Ltd, SoNET Systems Pty Ltd (Australia), R M T T S Trading L.L.C (Dubai) and RM Education Assessment Ltd Singapore Branch.)

Whilst the legislation requiring the publication of this policy is UK based, the policy applies globally, and subsequently, when addressing a complaint, the relevant geographies data protection legislation and principles will be taken into consideration.

The scope of this policy covers any complaints relating to how an individual's personal data has been managed. This would include, but is not limited to complaints about:

- Data breaches
- How RM has collected or processed an individual's data
- Someone receiving marketing communications when they have withdrawn consent
- How RM has responded to a Subject Access Request

This policy covers all individuals whose personal data is collected and processed by RM, including but not limited to:

- Visitors to websites managed by RM.
- Individuals who purchase products or services from RM, or who are employed by organisations that do.

- Individuals who attend events organised by RM.
- Individuals who apply for permanent or temporary roles in RM plc and its constituent legal entities.

Where an individual has requested copies of their personal information, that request will be covered by RM's Subject Access Request processes rather than this policy.

This policy does cover data protection complaints from employees. These are covered by a separate policy.

4. Procedure

Complaints can be registered in a number of ways:

- By emailing dataprotection@rm.com
- By writing to the Data Protection Officer at 142B Park Drive, Milton Park, Milton, Abingdon, Oxfordshire, OX14 4SE

All complaints will be acknowledged within 30 days of receipt.

If we are unsure about the nature of a complaint, we will seek clarification from you. We may need to verify a complainant's identity to prevent unauthorised disclosure of information.

All complaints will be reviewed by RM's Data Protection Officer, who will determine what needs to be done, and who needs to be involved, in order to investigate the complaint.

You will receive the outcome of the complaint without undue delay. Where appropriate, e.g. for longer or more complex investigations, you will be kept informed about progress.

5. Additional information

The ICO's guidance for individuals on data protection complaints can be found [here](#).

