

At REAch2, our actions and our intentions as school leaders are guided by our Touchstones.



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Our top tips on using AI to help create data protection concerns

Using AI to help you raise a data protection concern

AI Can Be Really Helpful.

Artificial Intelligence (AI) tools such as Copilot, ChatGPT and others can be excellent for helping you organise your thoughts, structure a complaint, clarify what happened, and draft a letter or email.

We absolutely support people using AI to help communicate concerns. In fact, a well-structured summary can often help us understand and investigate issues more quickly.

However, there are a few things to be aware of before pressing "Send".

The biggest challenge: overcomplicated complaints

One of the most common issues we see with AI-generated complaints is that they can become:

- Extremely long
- Repetitive
- Overly legalistic
- Highly confrontational
- Full of assumptions or conclusions that have not yet been investigated

While these AI generated letters may look really impressive and feel persuasive, it can actually make it harder to identify the important facts and understand what has happened.

For example, a genuine concern that could be explained in three paragraphs can sometimes become a ten-page document filled with legal terminology, repeated allegations and demands that are difficult to address.

The clearer and simpler your complaint is, the easier it is for us to help.

AI doesn't know what happened

AI is very good at writing (if you haven't spotted it yet, AI wrote this document).

It is not good at knowing which facts are correct.

Sometimes AI may:

- Add legal terms that do not apply
- Suggest rights that are unrelated to your concern
- Present assumptions as facts
- Exaggerate the seriousness of a situation
- Create a more adversarial tone than you intended

Always check that the final version accurately reflects your experience and concerns.

If something doesn't sound like you would say it, change it.

What makes a good data protection complaint?

At the heart of our data protection team are humans. Like all humans, we make mistakes. We certainly don't mean to and really hate that sometimes, we let parents, staff or children down by getting it wrong. When we do make mistakes, we do like to work with you to put things right.

The most helpful complaints usually contain:

- ✓ What happened
- ✓ When it happened
- ✓ Who was involved
- ✓ Why you are concerned
- ✓ What outcome you would like

Try to focus on facts rather than conclusions.

For example:

Less helpful

"This is a serious breach of my rights and demonstrates systemic organisational failures."

More helpful

"My personal information was sent to the wrong person on 15 June 2026. I am concerned about who has seen it and what steps are being taken to remedy the issue."

How to prompt AI effectively

If you use AI, ask it to help you be clear rather than dramatic.

Good Prompt

Help me write a clear and concise data protection concern. Use plain English. Focus on facts rather than assumptions. Keep the tone professional and respectful. Ask me questions if any information is missing.

Better Prompt

Help me draft a data protection complaint. Limit the letter to one page. Explain what happened, why I am concerned, and what outcome I would like. Avoid legal jargon, emotional language, threats, or unsupported conclusions.

Prompt template you can copy

We do have an online form you can use to send us your data protection complaints: [REAch2 data protection complaints form](#)

The online form is available if you choose, you certainly do not have to use it. If you'd like to create your own letter/email to us, below are lines you can copy and paste into your preferred AI tool.

Please help me draft a data protection concern.

Use a friendly, professional and respectful tone.

Focus only on information that I provide. Do not make assumptions.

Structure the letter as follows:

Brief summary of my concern

What happened

Why I am concerned

What outcome I would like

Keep the letter concise and easy to read.

Avoid:

Legal jargon

Aggressive language

Accusations

Repetition

Threats

References to laws unless I specifically ask for them

My situation is:

[Describe what happened here]

Before you send

Take a moment to ask yourself:

- Is everything in my complaint factually accurate?
- Have I removed anything that is speculation or assumption?
- Am I happy with the tone?
- Could someone unfamiliar with the situation understand what happened?
- Have I clearly explained what outcome I am hoping for?

If the answer to these questions is "yes", your complaint is likely to be more effective and easier for us to investigate.

Our view on AI

AI is a valuable tool that can help people communicate more confidently and effectively.

We welcome the use of AI to help draft correspondence. The most helpful submissions are those where AI has been used to improve clarity and structure, while ensuring that the final content remains accurate, factual and reflects your own concerns.

Our aim is not to discourage the use of AI, but to help you use it in a way that makes it easier for us to understand your concerns and provide the best possible response.

AI tools can sometimes produce very long letters filled with legal terms, references to case law and repeated arguments. While these can look impressive, they do not always help us understand your concern more clearly.

In some cases, a long and complex letter can make it harder to identify the key facts and the issue you would like us to look into. This can mean that more time is needed to work through the information before we can begin investigating the concern itself.

A clear and concise explanation of:

- What happened
- Why you are concerned
- What impact it has had on you
- What outcome you would like

is often much more helpful than several pages of legal or technical detail.

We do make mistakes and, when we do, our focus is on understanding what has happened and helping to resolve your concern. Using AI to make your message clear, factual and easy to follow is likely to be far more effective than asking it to create a highly legal or confrontational letter.