



COMPLAINTS POLICY

We aim to run our charitable activities to a high standard. If you have an interaction with UCISA, or our subsidiary company UCISA Services Limited, which is not satisfactory, please let us know. We will always seek to address the issue and learn from any complaints.

Our activities

The primary activities of UCISA are:

- delivering conferences, webinars, training sessions and other events.
- making representations to the suppliers of information systems and technology to the education sector.
- forming and convening special interest groups, communities of practice and working parties to support the charity's wide range of activities and represent the digital community in the education sector; and
- providing access to relevant professional development opportunities and enhancing the collective expertise of our community.

If your complaint relates to another aspect of our activities, or a third party UCISA is working with, please specify this when making your complaint.

How to make a complaint

If you have a complaint, you can submit details of your complaint in writing to us via email to ceo@ucisa.ac.uk. If your complaint relates to the CEO, please email execsupport@ucisa.ac.uk and your complaint will immediately be referred to the UCISA Secretary.

Our response

All written complaints will be logged, and you will receive a written acknowledgement within 5 working days.

Our aim is to investigate your complaint properly and give you a reply within 15 working days, setting out how the problem will be dealt with.

If this is not possible, an interim response will be made within this period informing you of the action taken to date, or being considered, and we will aim to respond fully within 30 working days following a more thorough investigation.

Appeal

If you are not satisfied with our response or wish to raise the matter more formally following our response, you can write to the UCISA Chair by emailing execsupport@ucisa.ac.uk. If your original complaint related to the Chair, your appeal will be dealt with by the UCISA Deputy Chair.

The UCISA Chair (or where relevant, Deputy Chair,) will then respond to you directly, or report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Courtesy and respect

We will treat all complainants with courtesy, respect and fairness, and we would request that you also act in this manner during the course of a complaint.

Amendments

Please note we may change this policy from time to time, and we will notify anyone engaged in a complaint of any such changes.

Other formats

If you would like this policy in another format, please contact us via execsupport@ucisa.ac.uk so we can discuss with you how we can best assist.