



UAVA – COMPLAINTS PROCEDURE

Introduction

UAVA values any complaints received as a way to help us to improve our performance.

Having a procedure for handling feedback from our stakeholders is an important part of strengthening UAVA's transparency and accountability and we take seriously any comments or complaints we receive.

Learning from those who affect or are affected by aspects of our work can help us to improve our performance and we encourage and request feedback from all of our stakeholders.

Complaints monitoring is a standard item on UAVA Board Meeting Agendas.

Dissatisfaction with Response

We will do our best to ensure that any person making a complaint is satisfied with the way we handle it but if the complainant is unhappy with our response, they can email complaints@uava.org FAO Chair of Board of Trustees, or write to Chair of UAVA, c/o PO Box 26, Leicester LE1 1AA within 10 days of receiving our written response.

The Chair will consider the appeal and what further action may be taken and will respond within 10 working days. This is deemed to be the final stage and the matter will be closed.

Process

