

Suggestion and Complaint Policy and Procedure

1. Although the UKTA Committee are all volunteers, they nonetheless strive to provide a quality service to its members. However, from time to time there may be occasions when members may feel that the quality or level of service could be improved or falls short of what they could reasonably expect.
2. The purpose of this policy is to ensure that members can make suggestions and complaints easily, in the best interests of the UKTA and with confidence that a suggestion or complaint will be considered promptly and fairly.
3. Prior to making a formal suggestion or complaint, members are invited to contact any member of the Committee with whom they would feel comfortable discussing the matter. However, there is no requirement to do so.
4. A formal suggestion or complaint should be made in writing and sent by email to the Secretary, Chair and Deputy Chair. To assist consideration of the suggestion or complaint it would be helpful to include:
 - a. A description of the events leading to the suggestion or complaint,
 - b. What you expected,
 - c. In the case of a complaint, where you believe the service provided fell short of what you expected, or
 - d. In the case of a suggestion, what you believe the benefit would be to UKTA members.
5. The UKTA Secretary will acknowledge the suggestion or complaint in writing/by email.
6. All suggestions and complaints will be considered in accordance with Rule 3.14 of the UKTA Constitution.
7. The UKTA Secretary will endeavour to invite all relevant parties to a meeting within 4 weeks of the suggestion or complaint being received.
8. The meeting will be chaired by the Chair or Deputy Chair and will comprise all members of the UKTA Committee as well as the member raising the suggestion or complaint should they wish to attend.
9. The Secretary will minute the meeting and a copy circulated to all attendees within 48 hours.
10. The UKTA Committee will set out its considerations and its decision within 30 days of the minutes being agreed. The decision of the UKTA Committee is final.
11. The UKTA Committee will review this policy annually.



UK THERMOGRAPHY
ASSOCIATION

Current Issued Revision: 1
Previous Revision: N/A

Signed: Jon Willis
Acting UKTA Chair
Date: 13 March, 2026

Signed: Catherine Simpson
UKTA Secretary
Date: 13 March, 2026