

SERVICE PROMISE

What you can expect from us

We strive to deliver the high-quality service our research community deserves and expects.

From registration to project finish, we intend that researchers experience a smooth journey. To ensure this, we promise a simple, transparent, and efficient service that meets the following standards.

Getting information

- clear information on our websites and printed materials that helps our users and data owners find what they need
- personal guidance when needed, available via an email help desk and a telephone help line (see details below)

User Support

- knowledgeable staff who can provide guidance and support on:
 - registration
 - accessing data
 - outputs clearance (including statistical disclosure control)
 - importing and managing requested data
- a dedicated help desk that is staffed Monday to Friday from 9am to 5pm — excluding English bank holidays and the working days between Christmas and the New Year
- five working days notice before any help desk closures

- an acknowledgement of all queries (email or/and telephone) within one working day
- a full response to queries within five working days

Using the Service

- a service available 24 hours a day, nearly 365 days a year with the exception of scheduled downtime
- a service available for 99 per cent of scheduled uptime
- ten days notice of scheduled downtime, clearly posted on the website
- management of the requested datasets
- a personal user area
- a project folder, accessible by approved colleagues who are collaborating on your research project

Outputs

Researchers can expect a response to their output request within three working days. This response could be one of the following:

- a. confirmation the outputs resemble 'final outputs' and are not disclosive, with the requested material attached
- b. a rejection of the output request, with clear reasons why the output cannot be released and (where possible) suggestions for improvement.
- c. an email or telephone query about the output
- d. a reason why the output cannot be returned within three working days

Feedback

We always welcome suggestions about how we can improve the service. You may also wish to let us know when the Secure Data Service or any member of staff has provided an excellent service.

Feedback helps us to understand our users and how we can support them. To provide feedback, users can either contact the member of staff they have been working with, or email us at securedata@data-archive.ac.uk.

Complaints

Despite our best efforts, things sometimes go wrong. When they do, we want to know about them so we can put them right and ensure they do not happen again.

If you are unhappy about the standard of service you have received, please talk to a Support Officer in the first instance. We may be contacted by telephone on **01206 874 968**.

If you are not happy with the response you receive, please write to the Secure Data Service manager at securedata@data-archive.ac.uk. You should receive a response within five working days.

If you are still unhappy, you may write to our Service Director at the following address:

Melanie Wright
Director, Secure Data Service
UK Data Archive
University of Essex
Wivenhoe Park
Colchester
CO4 3SQ

SECURE DATA SERVICE

UK DATA ARCHIVE
UNIVERSITY OF ESSEX
WIVENHOE PARK
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Service provided by
the UK Data Archive



In partnership with the
Economic and Social Data Service



Funded by the Economic
and Social Research Council