

# JUSTDIFFERENT

learning about disability and difference

## Our Commitment To You

- JustDifferent pledges to respond to all workshop enquiries within four working days either by telephone or by email. The exception is when the enquiry is received one working day before a school holiday or weekend.
- Dates and times of workshops will be provided based on the availability of your local presenter's diary.
- In the event that your presenter is not available on the dates you request, JustDifferent will attempt to make arrangements with a presenter in another region. However, when this is not practicable alternative days will be offered.
- JustDifferent pledges to give you at least three days' working notice of any cancellation or change to the workshops booked. We will also notify you of any replacement of your original presenter.
- In the unlikely event that your presenter is unable to fulfil their appointment due to sickness or accident, and we are unable to find a replacement, and our notification to you is under two working days, JustDifferent agrees to refund you any payment made or not charge you for the replacement appointment.
- If you have a complaint about our service, please write to us, or email [toby@justdifferent.org](mailto:toby@justdifferent.org)  
We pledge to look into your complaint and respond to you within seven working days.
- To view a copy of our Child Protection Policy, please contact us.

### Our Workshop Coordinators and Presenters are:

- Registered disabled.
- Trained in presenting workshops on disability and difference to pupils and young people in Key Stages 1, 2, 3 and 4.
- Committed to provide workshops in schools to meet schools' National Curriculum requirements in PSHE and Citizenship, and the Disability Equality Duty.
- Enhanced Criminal Records Bureau (CRB) checked.
- Public Indemnity Insured.
- Residents of the UK and are legally able to work within the UK.

Telephone: +44 (0) 1243 778 275

[www.justdifferent.org](http://www.justdifferent.org)

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