



PORTFOLIO OF SERVICES

VERSION CONTROL			
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Drafted by:	Revised and approved by:
Quality Manager	Management



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1. INTRODUCTION

Publishing is one of the main instruments for knowledge transfer and sharing culture. As such, it constitutes one of the basic functions of any public university. To that end and via the Ediciones Complutense publishing house, the Publications Service manages all publishing activity at Complutense University of Madrid under the criteria of quality and efficiency in search of excellence. Ediciones Complutense is open to all authors wishing to submit their publication projects, whether from UCM or from other research and education centres nationwide and overseas.

With that in mind, this Portfolio of Services should serve as a practical tool for all those at whom our activity is targeted and as a commitment to steer our action through a process of ongoing improvement.

2. SERVICES

Ediciones Complutense provides the following list of services:

- Development of the UCM publishing policy through the publication in the corresponding media, formats and methods of the following:
 - Research projects
 - University papers
 - Works of cultural and social interest
 - Institutional works
 - Teaching manuals
 - Scientific magazines
- Establishment and oversight of compliance with the editorial lines, quality standards and publishing guidelines that govern publishing activity at UCM.
- Management of and advice on the publishing processes for books and magazines.
- Management of usage rights (publishing contracts and rights clearance) and securing of legal registers (ISBN, ISSN, *Depósito Legal* [Spanish National Book Catalogue] and DOI).
- Producing and updating the editorial catalogue.
- Communication of the list of titles via the publisher's website and social media, as well as via press releases and adverts, catalogues, leaflets, book presentations, attendance at national and international trade fairs, etc.
- Distribution and sale of the list of titles.

3. QUALITY COMMITMENTS

General

- C1. To provide a comprehensive service of quality to all users.

Information and Advice

- C2. To answer requests for information and advice submitted via the corresponding point of contact within five working days of receipt.
- C3. To resolve complaints, suggestions and claims submitted via the corresponding point of contact within thirty working days of receipt.

Management

- C4. To process requests for book publication and academic journal projects within ten working days of receipt.
- C5. To issue a decision on book and journal publication requests that include the complete text of the book and the full project report, respectively, within twelve months of receipt.
- C6. To conduct an external peer review of each book via at least two reports issued by external reviewers with no ties to UCM. Works published in the following collections are excluded from this requirement: Institutional Activity, Complutense Literature Prize, Exhibition Catalogues, Joint Publications (Institutional Activity), Miscellaneous and Hispania Epigraphica.
- C7. To sign a publishing contract before starting the book production process with the exception of books published without contract.

Production

- C8. To publish the book within twelve months from delivery of the original final manuscript, once the considerations of the external reviewers have been incorporated.
- C9. To process the corresponding ISBN, ISSN, DL and DOI codes.
- C10. To reprint out of stock books within sixty working days.

Promotion and Sale

- C11. To participate in all book promotion and communication activities.
- C12. To engage in promotional presentation events for new publications.
- C13. To deliver the corresponding copies to authors within fifteenth working days from the receipt thereof at Ediciones Complutense.
- C14. To send new publications to distributors within thirty working days from issuing the print order.
- C15. To dispatch book orders within fifteenth working days from completion of payment, except during holiday periods.

4. USER RIGHTS

Users of Ediciones Complutense have the following rights:

- To be guaranteed that the works published by the organisation are of scientific rigour and truthful in terms of content, supported by external peer review and approved by the scientific committees of the various collections and ratified by the Editorial Board.
- To receive correct, respectful and courteous treatment.
- To have useful, sufficient and easily accessible information via the website of the publisher.
- To have sufficient information about the location of the publisher and for the same to be adequately signposted.
- To receive swift and effective direct and personalised attention when requesting information or a service from the publisher.



- To receive technical and administrative advice and support.
- To receive information about the publications published by the publisher.
- To receive information about the ways in which to obtain the books published by the publisher.
- To express their opinion about the service and to lodge complaints and suggestions via petitions made in person, orally or in writing, and via forms available on the website of the publisher.
- To participate in satisfaction surveys.

Similarly, authors entering into relations with Ediciones Complutense have the following rights:

- To receive information about the Publications Regulations and publishing guidelines.
- To receive information about the options for publication, financing works and all issues involved in publishing contracts.
- To receive respect for their rights as authors by signing the corresponding publishing contract, as well as recognition of authorship for the works under the terms provided for by current legislation.
- To be guaranteed anonymity during the review process for their work.
- To have their privacy respected in accordance with current regulations, maintaining the confidentiality and privacy of personal data and the content of original works submitted for review and publication.
- To receive advice on the presentation of projects, delivery of manuscripts, the publishing process and publication deadlines.
- To be informed about pre-printing tasks: formatting, fonts, design, etc.
- To receive information on the status of submitted requests, as well as the editorial management process for the various manuscripts submitted for review.
- To receive information throughout the production process.
- To receive support on promoting their work through the usual promotion and distribution channels, in accordance with standard practice in the sector.
- To be aware of the situation regarding the sale of their publications.

5. USER OBLIGATIONS

Users of Ediciones Complutense also have the following obligations:

- To respect the business hours established for customer service, as well as the terms and conditions established for requests for information and provision of services.
- To use the official channels provided when lodging a complaint and/or making a suggestion.
- To treat staff of the publisher correctly and respectfully at all times.
- To respect the spaces, equipment and installations of the service.
- To maintain order and respect for health and safety regulations in public spaces.
- To duly inform themselves, preferably via the website, about the regulations and procedures in place for the publication and co-publication of works, without prejudice to any queries that may be made to the staff of the publisher.
- To meet the requirements expressed in said procedures, especially with regard to the delivery of manuscripts and the correction of page proofs to which they are entitled, in order to optimise final publication times.



6. RECTIFICATION MEASURES

Any user who believes that the service provided by Ediciones Complutense does not meet the commitments made by the organisation may lodge a complaint, suggestion or claim via the complaints, suggestions, claims and congratulations box available on the website of the publisher:

<https://www.ucm.es/ediciones-complutense/buzon-de-quejas,-sugerencias,-reclamaciones-y-felicitaciones> The receipt of all complaints, suggestions and claims will be confirmed within five working days. The publisher will notify the user of the reasons why the non-compliance occurred and the possible solutions within 25 working days from the date of the confirmation of receipt.

7. USER INVOLVEMENT

Users may help improve the services provided by the publisher via the following channels:

- Contact mailbox
- Complaints, suggestions, claims and congratulations box
- Social media:
 - <https://es-es.facebook.com/edicionescomplutense/>
 - <https://twitter.com/edicomplutense?lang=es>
 - <https://www.instagram.com/edicionescomplutense/?hl=es>
 - https://www.youtube.com/channel/UC_lgFk6TOt7yRLMxPG4xxLw
- Satisfaction survey
- By telephone: 913 941 127
- By post and in person: Ediciones Complutense. Pabellón de Gobierno. Isaac Peral s/n. 28015 Madrid

8. COMPLAINTS, SUGGESTIONS, CLAIMS AND CONGRATULATIONS

Users may lodge their complaints, suggestions, claims and congratulations regarding provision of the service via the following form:

<https://www.ucm.es/ediciones-complutense/buzon-de-quejas,-sugerencias,-reclamaciones-y-felicitaciones>

- A complaint is for expressing dissatisfaction with the service provided.
- A suggestion is for helping to improve the quality of the service provided.
- A claim is for demanding redress for damages incurred due to a non-compliance or defective performance when providing a service.

The receipt of all complaints, suggestions, claims and congratulations will be confirmed within five working days. The publisher will inform the user of the decision reached within twenty-five working days from the date of the confirmation of receipt. This deadline will be suspended in the event that additional information is required from the user in order to continue processing the incident.

Under no circumstances will complaints, suggestions or claims be considered as administrative appeals and neither will the lodging thereof suspend the deadlines established by current regulations. Such complaints do not, in any way, condition the exercise of any other actions or rights that, in accordance with the regulations governing each procedure, may be exercised by those acting therein as interested parties.



9. LOCATION

EDICIONES COMPLUTENSE

- Pabellón de Gobierno
- Isaac Peral s/n. 28015 Madrid
- Contact telephone numbers: +34 913 941 127 (information) / +34 913 941 129 (orders)
- www.es/ediciones-complutense

BUSINESS HOURS

- Mornings: 09:00 to 14:00
- Monday to Thursday afternoons: 15:30 to 17:30 (15 September to 15 June)

HOW TO GET HERE

- Metro: Lines 6 and 3: Moncloa
- Bus: Lines: A, C, 1, 44, 82, 83, 132, 133

10. APPLICABLE LEGISLATION

State and regional regulations

- Spanish Law 10/2007, of 22 June, on Reading, Books and Libraries.
- Spanish Royal Decree 2063/2008, of 12 December, whereby Spanish Law 10/2007, of 22 June, on Reading, Books and Libraries in terms of ISBN, is developed.
- Spanish Royal Legislative Decree 1/1996, of 12 April, whereby the Consolidated Text of the Intellectual Property Act is approved, regulating, clarifying and harmonising current legal provisions on the matter.
- Spanish Royal Decree 281/2003, of 7 March, whereby the Regulations governing the General Intellectual Property Register are approved.
- Spanish Law 5/1999, of 30 March, on the Promotion of Books and Reading in the Autonomous Region of Madrid.
- Spanish Decree 136/1988, of 29 December, whereby the regulations governing the *Depósito Legal* [Spanish National Book Catalogue] in the Autonomous Region of Madrid are established.
- Spanish Royal Decree 484/1990, of 30 March, on the retail price of books.
- Spanish Royal Decree 635/2015, of 10 July, governing the *Depósito Legal* [Spanish National Book Catalogue] of online publications.

University and UCM regulations

- Spanish Constitutional Law 6/2001, of 21 December, on Universities.
- Spanish Law 14/2011, of 1 June, on Science, Technology and Innovation.
- Spanish Decree 32/2017, of 21 March, of the Academic Council, whereby the Articles of Association of Universidad Complutense de Madrid are approved.
- Regulations governing the use of the official crest of the UCM as a logo. Approved at the Governing Council on 2/3/95.
- Academic Council Agreement of 18 December 2012 approving the regulations governing UCM affiliation in research projects.
- Academic Council Agreement of 15 March 2016 approving the Publications Regulations of Universidad Complutense de Madrid.