

## **COMPLAINT PROCEDURE**

Scottish Film Talent Network is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

SFTN is a consortium made up of the Centre for the Moving Image (CMI), DigiCult and Hopscotch Films. Supported by Creative Scotland and the BFI, SFTN forms the Scottish element of the BFI NETWORK, designed to discover, nurture and advance new and emerging filmmaking talent from across the UK.

As the lead consortium partner of SFTN, this complaints procedure belongs to the Centre for the Moving Image.

The information below describes our complaints procedure and how to make a complaint. Please be assured that SFTN welcomes your feedback and the making of a complaint will not affect the level of service you receive from SFTN or prejudice any funding/support application.

### **What is a complaint?**

We regard a complaint as:

An expression of dissatisfaction by one or more members of the public about SFTN's action or lack of action, or about the standard of service provided by or on behalf of SFTN.

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

### **What can I complain about?**

You can make a complaint about things such as:

- Delay in responding to your enquiry and request
- Failure to provide a service
- Our standards of service
- Our policies
- The treatment by, or the attitude of, a member of staff
- Our failure to follow proper procedure.

### **What can't I complain about?**

There are some things we cannot deal with through our complaints handling procedure, such as:

- A routine first-time request for a service, such as a request for additional information following an application being refused
- A decision on a funding application

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

### **What if I want to provide feedback but not make a formal complaint?**

There are many occasions where an individual or organisation may want to provide feedback to SFTN but does not identify this feedback as a formal complaint. In such cases we recommend that you provide this feedback by:

- Contacting us through the channels detailed on our website: [www.scottishfilmtalent.com/contact-us](http://www.scottishfilmtalent.com/contact-us)
- Speaking directly to a member of SFTN staff, if you already have a connection with a member of staff

While we keep a record of all formal complaints, we also keep a record of other feedback we receive in the interests of continuous improvement.

### **How do I complain?**

To make a complaint, you or your representative should contact the person you have been dealing with and they will try to resolve any issues.

When complaining, please tell us:

- Your full name and contact details
- As much as you can about the complaint (remember to include important details and dates where possible)
- How you want us to resolve the matter

If you are unsure who to speak to, require contact details or if you do not want to speak to the person involved in your complaint, contact [info@cmi-scotland.co.uk](mailto:info@cmi-scotland.co.uk)

### **How long do I have to make a complaint?**

Please make your complaint within six months of:

- The event you are complaining about
- Finding out that you have a reason to complain (but no longer than 12 months after the event itself).

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please do tell us why when you contact us initially.

Centre for the Moving Image, DigiCult and Hopscotch Films are equal partners in the consortium that delivers the Scottish Film Talent Network with equal responsibilities for decision making. Complaints will be passed to the most senior SFTN representative of the consortium partners.