

COMPLAINTS PROCEDURE



Making a complaint

ScreenCraft Works is committed to being open and accessible and we welcome all comments on our work and the programmes we provide. We strive to provide the very highest standards of professionalism.

However, there may be occasions when you feel dissatisfied. Our complaints procedure is as follows:

Stage 1 - Initial complaint

If you are dissatisfied with any aspect of ScreenCraft Works, please initially liaise with us via info@screencraftworks.org for an informal discussion. We hope that most complaints can be resolved quickly and to your satisfaction in this way.

Stage 2 - Formal complaint

If you are dissatisfied with the initial response, please inform us in writing to info@screencraftworks.org with details of your complaint within one calendar month.

Once your complaint has been received, you will receive an acknowledgement within five working days indicating who will be responding to your complaint and their contact details. You will receive a full response within one calendar month.

Stage 3 - If you are not satisfied

If you are not content with the responses you have received to date, we will refer you to an external, independent person who will investigate the circumstances of your complaint, review the responses you have received to date and speak to those involved. You will then receive notification in writing of the decision on your complaint and what action, if any, will be taken.

Your personal information

If you use our complaints procedure we use any personal information you send us for purposes connected with your complaint.

This procedure was adopted on 15 August 2023.