

# FEEDBACK & COMPLAINTS PROCEDURES

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Ffilm welcomes feedback from members of the public, (potential) applicants and representatives of other organisations. This feedback helps us to identify future needs; informs how we adapt our services and improve efficiency and effectiveness.

From time-to-time, usually on an annual basis, we undertake specific review activities where we'll consult with areas of the sector, our partners and/or the public around specific areas of activity or needs.

In the event that you'd like to make a complaint, the following procedures cover all Ffilm Cymru Wales' activities.

The procedure for complaints related to lottery funding is detailed separately further below.

## STAGE 1

In the first instance, if you are not happy with the service you have received, please ask a member of the relevant team to assist you.

The staff member will make every effort to resolve your issue and contact details can be found here:  
<http://www.ffilmcymruwales.com/index.php/en/company-details-and-contact/staff>

## STAGE 2

If you do not receive an adequate response, or it is not clear to whom you should complain, or you wish to provide other feedback, please email Ffilm Cymru Wales within two months of the incident [angharad@ffilmcymruwales.com](mailto:angharad@ffilmcymruwales.com) and your complaint/comments will be directed to the line manager of the correct department who will endeavour to resolve your issue. We will always aim to respond as soon as possible, but in any event, no later than 20 working days.

## STAGE 3

If you remain dissatisfied, please raise with the Chief Executive in writing:

Chief Executive  
Ffilm Cymru Wales  
S4C Media Centre, Parc Ty Glas, Llanishen, CF14 5DU

Or directing an email to [angharad@ffilmcymruwales.com](mailto:angharad@ffilmcymruwales.com) with 'FAO Chief Executive: Complaint' in the subject header.

Please provide as much information as you can, including:

- what happened;
- when it happened;
- who dealt with you;
- what steps you consider appropriate to rectify the issue;
- any further information you consider relevant to the complaint;
- your contact information.

The Chief Executive will look into the matter and respond on Ffilm's behalf within 10 working days, or if more detailed information is required, within 10 working days of that further additional information being supplied.

## STAGE 4

If you remain dissatisfied you can appeal against the decision of the Chief Executive. Please write to:

Chair

Ffilm Cymru Wales,

S4C Media Centre, Parc Ty Glas, Llanishen, CF14 5DU

Subject to availability, the Chair will write to you with a decision within 10 working days or, if more information is required, within 10 working days of you supplying the additional information.

Every effort will be made to adhere to the periods outlined above, but please be advised that on occasion they may be exceeded.

## FFILM CYMRU WALES PROGRAMMES (LOTTERY FUNDING)

All organisations that distribute National Lottery funding across the UK use the following procedure.

We welcome your feedback and the making of a complaint will not affect the level of service you receive from Ffilm Cymru Wales or prejudice any outstanding funding application.

### What can I complain about?

You can complain if you think that:

- 'maladministration' has taken place (for example, if there has been an undue delay, if mistakes have been made, or if there has been a failure to follow the procedures in the application process as set out in the relevant funding guidelines);
- Ffilm Cymru Wales has failed to give you access to information or has given you incorrect advice or information;
- you have not been treated politely; or
- Ffilm Cymru Wales has discriminated against you or treated you unfairly.

Please note that should your application for funding be refused you may not utilise this procedure to appeal against the decision if the process has been correctly adhered to.

In circumstances where the application relates to a creative submission, such as a script, Ffilm Cymru Wales cannot reassess the script when it has been turned down on the basis of its creative merit.

How to make a complaint

## STAGE 1

If you are not happy with the service you have received, please contact the member of the team you have been dealing with as soon as possible and in any event within two months of the incident which forms the basis of the complaint. The team member will make every effort to resolve your issue.

Within three working days of receiving your complaint, Ffilm Cymru Wales will contact you to acknowledge receipt. You will also be given information on who is dealing with your complaint and when you can expect a response.

In most cases, you will receive a full response to your complaint within 10 working days. Every effort will be made to respond to you within 10 working days, but please be advised that on occasion this period may be exceeded. If this looks likely we will contact you to let you know.

## STAGE 2

If you remain dissatisfied, please write to:

Chief Executive  
Ffilm Cymru Wales  
S4C Media Centre, Parc Ty Glas, Llanishen, CF14 5DU

Or directing an email to [angharad@ffilmcymruwales.com](mailto:angharad@ffilmcymruwales.com) with 'FAO Chief Executive: Complaint' in the subject header.

Please provide the following information:

- what happened;
- when it happened;
- who dealt with you;
- what steps you consider appropriate to rectify the issue;
- any further information you consider relevant to the complaint;
- your contact information.

You must initiate stage 2 within four weeks of receiving a response to your complaint under stage 1. If your complaint relates to the way Ffilm Cymru Wales has exercised its authority to refuse or manage funding, you can move to stage 3. If your complaint relates to the way Ffilm Cymru Wales conducts any other aspect its business you will be informed of possible alternatives that may be available to you. In its response to stage 2, Ffilm Cymru Wales will advise you whether you can utilise stage 3.

## STAGE 3

If you are not satisfied with response of the Chief Executive you can refer your complaint to the Independent Complaints Reviewer (ICR). Any such referral must be made within three months of receiving a response to stage 2.

The ICR is impartial and will consider evidence from Ffilm Cymru Wales and the complainant. The ICR is not part of Ffilm Cymru Wales and its investigations and recommendations are completely independent. You can request that the ICR considers your complaint, alternatively Ffilm Cymru Wales can make the request on your behalf. The Office of the ICR will contact you within five working days of the receipt of your complaint.

The ICR will determine whether or not to investigate the complaint, and will provide reasons if the complaint is not investigated.

If the ICR investigates your complaint and finds it to be justified, recommendations will be made to Ffilm Cymru Wales to rectify the matter. The recommendations will be forward looking and preventative in nature. The ICR will report within three months. Recommendations made by the ICR will be implemented by Ffilm Cymru Wales as soon as is reasonably practicable.

The ICR cannot consider complaints that have not gone through the procedure set out in this document.

Please be advised that the ICR has no power to reverse funding decisions or to make comments or changes to the Ffilm Cymru Wales' legal responsibilities and policies on awarding grants.

To contact the ICR see 'Getting in touch' below.

If you have any comments about our policies, send to [angharad@ffilmcymruwales.com](mailto:angharad@ffilmcymruwales.com)

This procedure may not be used to complain about suspected incidents of fraud. Concerns in this regard should be reported to:

Finance Manager  
Ffilm Cymru Wales  
S4C Media Centre, Parc Ty Glas, Llanishen, CF14 5DU

## YOUR PERSONAL INFORMATION

Ffilm Cymru Wales will endeavour to keep all complaints confidential. However, it may be necessary to disclose some information to investigate the issues you have raised. In addition, pursuant to the Freedom of Information Act 2000, Ffilm Cymru Wales may be required to release information if a request is made for it. Further information on the Freedom of Information Act 2000 can be obtained from the Office of the Information Commissioner.

## EQUAL OPPORTUNITIES

Ffilm Cymru Wales is committed to equal opportunities and take complaints about discrimination extremely seriously. Any complaints of this nature are used to inform and review Ffilm Cymru Wales policies and procedures, ensuring fair treatment.

## GETTING IN TOUCH

Ffilm Cymru Wales  
S4C Media Centre, Parc Ty Glas,  
Llanishen, Cardiff  
CF14 5DU

Tel: +44 (0)29 2076 6931

## OTHER CONTACTS

Office of the Independent Complaints Reviewer  
c/o Lottery Forum  
7 Holbein Place  
London SW1W 8NR  
Tel: 020 7591 6038  
Textphone: 020 7591 6255  
Email: [katie.roberts@lotteryforum.org.uk](mailto:katie.roberts@lotteryforum.org.uk)

If you'd like to comment on this Complaints Procedure, please contact: [angharad@ffilmcymruwales.com](mailto:angharad@ffilmcymruwales.com)