

FFILM CYMRU WALES

FEEDBACK & COMPLAINTS PROCEDURE

Ffilm Cymru 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.

If you'd like to make a complaint, the following procedures cover all Ffilm Cymru Wales' direct activities.

What can I complain about?

You can complain if you think that:

- 'maladministration' has taken place (for example, if we have delayed, made mistakes in or failed to follow the procedures in our application process).
- we have failed to give you access to information or have given you incorrect advice or information.
- we have not treated you politely; or
- we have discriminated against you or not treated you fairly.

If your complaint is about an application for funding, we can only look at your application again if:

- we discover (through dealing with a complaint) that we did not follow the published procedures for assessing your application.
- you can show that we have misunderstood a significant part of your application; or
- you can show that we did not take notice of relevant information

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.

Stage 1

If you are not happy with the service you have received, contact the department or the member of staff you first dealt with, within three months of the action or decision to which the complaint refers. The staff member will make every effort to resolve your issue.

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.

Stage 2

If you are not satisfied with the response, you may contact our Chief Executive.

Ffilm Cymru Wales
W2
Wellington House
Wellington Street
Cardiff
CF11 9BE

Or by directing an email to enquiries@ffilmcymruwales.com with 'FAO Chief Executive: Complaint' in the subject header. The Chief Executive will investigate the matter and respond on Ffilm Cymru'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 3

Ffilm Cymru Wales programmes

If your complaint is in relation to National Lottery or Welsh Government funding, a third option is available but only once the previous steps have been completed:

The Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae,
Pencoed,
CF35 5LJ

Phone: 0300 790 0203

Email: ask@ombudsman.wales

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 for all 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.