



Complaints Procedure



Creative Employment Programme: complaints procedure

Making a complaint

If you want to make a complaint, you must follow our procedure. This document explains the procedure.

Making a complaint will not affect in any way the level of service you receive from us; it will not affect your chances of getting a grant from us in the future.

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); or
- we have failed to give you access to information or have given you incorrect advice or information;

or

- we have not treated you politely; or
- we have unlawfully discriminated against you or not treated you fairly.

If your complaint is specifically about your 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.

You may not be sure what information you should include or how best to set out your complaint. You should set out the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible. We can give you information about how we will process your complaint. Our contact details are given in the 'Getting in touch' section at the end of this document.

If you need any legal support you can find a list of solicitors at www.lawsociety.org.uk

We will keep all complaints confidential. If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.



What you cannot complain about

You may be disappointed if we turn down your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision-making process correctly.

You cannot complain about our published policies or any government policy. If you have any comments about our policies, send these to our Chief Executive.

Do not use this complaints procedure to make a complaint about any fraud you think has taken place. You should report this to our Director, Finance or the police.

How do I make a complaint?

Stage one

If you are not happy with the service you have received, and we are unable to resolve your complaint informally, please send your complaint in writing to our Head of Corporate Services within 3 months of the decision or action to which the complaint refers. Please tell us:

- what happened;
- when it happened;
- who dealt with you; and
- what you would like us to do to put things right.

Also tell us if there is anything we need to know about how to contact you.

We hope that we can settle complaints as quickly as possible. You will receive a written response to your complaint at stage one within 20 days of us receiving it.

If you cannot make your complaint in writing, please contact us by phone on 020 3668 5753.

Stage two

If you are not satisfied with the response you receive, you can take this further by writing to our Chief Executive.

You must do this within **four weeks** of receiving our response to stage one. If you do not do this within this timeframe we will consider your complaint dealt with.

If you cannot make your complaint in writing, please contact us by phone on 020 3668 5753.

When will I hear from you?

Within three working days of receiving your complaint we will write to you or phone you to say that we have received it. We will also tell you how you can contact the person who is dealing with your complaint and when you can expect a reply.

You will receive a reply to your complaint within 20 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

We may ask you to come to a meeting with us to discuss your complaint in more detail, although this will not be offered as standard. This meeting would normally be held within 15 working days of us receiving your complaint. We would send you a written record of the meeting and a formal reply to your complaint from our Chief Executive.

If your complaint is about the way we have used our powers to make, refuse or manage funding, you can then move on to stage three. If your complaint is about the way we conduct any other aspect of our business, we will let you know about alternatives that may be open to you. In our response to stage two we will tell you whether stage three is open to you.

Stage three

If you are not satisfied with our Chief Executive's reply, you can refer your complaint to our Board of Trustees, but must do so within **four weeks** of receiving your response following stage two, otherwise we will consider your complaint dealt with. Our Chairman will respond to you in writing within 20 working days including details of any further steps you may wish take.

Other ways to make a complaint

Judicial review

A judicial review is where a judge examines your complaint to see whether we have behaved illegally. The judge cannot rule that we must change a funding decision, but can ask us to reconsider our decision.

Freedom of information

Our data protection policy gives details of what information we collect and who we can make it available to.

If you want information that we do not include in our policy, the Freedom of Information Act 2000 may give you the right to ask us for it. Under the Act, we must provide you with the

information you ask for unless it is not covered by the Act (if it is 'exempt'). If the information you want is exempt, we have to tell you why.

If you do not agree with us, you should follow stages one and two of the procedures set out in this document. If you are still not satisfied, you may ask the Information Commissioner to review our decision.

You can get a copy of our data protection policy by telephoning us on 020 3668 5753 or by emailing us at info@ccskills.org.uk.

We will endeavour to keep all complaints confidential. However, it may be necessary to release limited information to enable us to investigate the issues you have raised. In addition, we may be required, under the Freedom of Information Act, to release certain information if we are asked for it. To get information about the Freedom of Information Act you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 01625 545 700

Fax: 01625 524 510

Email: mail@ico.gsi.gov.uk

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to do so by law or if you have given us permission.

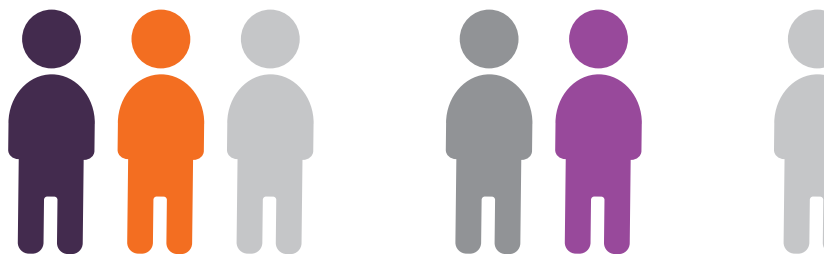
Equal opportunities

We are committed to equal opportunities and take complaints about discrimination seriously.

We may use complaints about discrimination to review our policies and procedures. This is to make sure we treat everyone equally.

Comments and suggestions

We welcome comments and suggestions as these can help us improve our services. Please send any comments or suggestions to the Chief Executive. The contact details are given in 'Getting in touch'.



Getting in touch

You can contact our Head of Corporate Services, the Director Creative Employment Programme, Chief Executive, or our Board of Trustees at:

Creative & Cultural Skills
The Backstage Centre
High House Production Park
Vellacott Close
Purfleet
Essex RM19 1AS

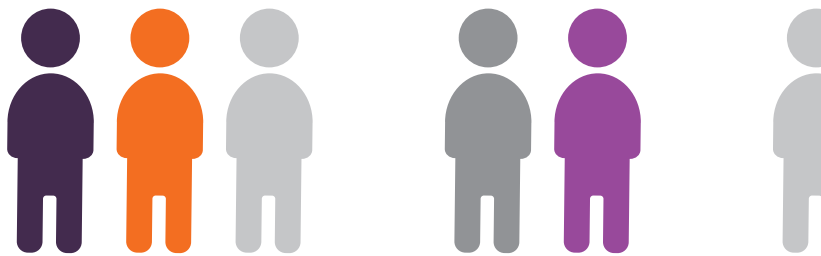
Website: www.ccskills.org.uk

Phone: 020 3668 5753

Email: info@ccskills.org.uk

Email: (Creative Employment Programme only) cep@ccskills.org.uk

Text us on: 07598 601012



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Essex RM19 1AS

T: 020 3668 5753

E: info@ccskills.org.uk

Twitter: @ccskills

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