

What to do if you want to make a complaint

Our complaints procedure

We are committed to providing good quality services. We recognise however, that we sometimes may get things wrong or make mistakes. To deal with this we have a complaints procedure.

If your complaint relates to an application for an award or investment please refer to the relevant award guidance notes for further information about appeals. Please note that appeals against award decisions are admitted on procedural grounds, not in terms of the decision itself.

We will deal with your complaint

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable.

How to complain

Step 1: Contacting us

The first step is to talk to a member of our staff. This can be done quite informally, either by arranging a meeting or by telephone.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then please ask for their line manager.

We will try to resolve the problem on the spot if we can. If we can't do this then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further.

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. If you are still unhappy however, the next step is to put your complaint in writing to the Chief Executive. You should head the letter 'Complaint'. In your letter please set out the details, explaining what you think went wrong and what you feel would put things right.

Once the Chief Executive receives a written complaint, she will arrange for it to be fully investigated. We will acknowledge your complaint in writing within five working days of receiving it and the letter will say when you may expect a full response. This should normally be within three weeks unless the matter is very complicated. When this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Chief Executive's investigation and reply you can take your complaint to the Screen Yorkshire Board. Screen Yorkshire is a company limited by guarantee and as such is governed by a Board of Directors. All materials relating to your complaint and to the Chief Executive 's investigation will be sent to the Chair of the Board (contact details will be provided for you). He/she will let you know within seven working days that they have received your complaint and tell you when to expect a full response from them.

Managers and Services

Hugo Heppell: Head of Production

Hugo is responsible for our production and development schemes, including those for feature film and interactive media television and short film.

Telephone: 0113 294 4410

Emma Cheshire: Business Development Manager

Emma is responsible for business development programmes, computer games support and exhibition and education.

Telephone: 0113 294 4410.

Neil Preston: Finance Director

Neil is responsible for financial reporting, invoices, payments, IT, management information and Screen Yorkshire's administrative service.

Telephone: 0113 294 4410

Andrew Craske: Head of Communications

Andrew is responsible for developing and delivering Screen Yorkshire's marketing and communications strategy

Telephone: 0113 294 4410

Sally Joynson is Screen Yorkshire's Chief Executive

Telephone: 0113 294 4410.

Contacting us.

Our address is Screen Yorkshire, Studio 22, 46 The Calls, Leeds, LS2 7EY

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