

c o m m i s s i o n i n g **COMPLAINTS** & **APPEALS**

Complaints

Clients of and applicants to Portland Green Cultural Projects ('PORTLAND GREEN') have the right to expect courteous and efficient behaviour by PORTLAND GREEN staff. Similarly, members of PORTLAND GREEN staff have the right to expect courteous and reasonable treatment by clients and applicants.

Making a complaint will not affect in any way your relationship with PORTLAND GREEN. For example, this will not affect your chances of applying for commissioning in the future.

The process for making a complaint and an appeal is the same and is outlined below.

What you can complain about?

You can complain if you think that:

- 'maladministration' has taken place
- 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 you are not happy with the way PORTLAND GREEN staff have treated you, contact the PORTLAND GREEN office and speak to the Creative Director. We will try to put things right. We hope that we can settle complaints as quickly as possible in this way. You will receive a written response to your complaint.

You may be disappointed if PORTLAND GREEN has turned down your Portland Green Cultural Projects' commissioning application but you cannot use the complaints procedure to appeal against our decision on a commission.

Appeals

An appeal is defined as follows:

Where an applicant believes the assessment process of their application has not followed the published process and procedures of PORTLAND GREEN's commissioning and wishes to have the application reassessed.

Making an appeal will not affect in any way your relationship with PORTLAND GREEN. For example, this will not affect your chances of receiving a commission in the future.

Unsuccessful applicants to PORTLAND GREEN's commissioning will be notified by letter. If you want to make an appeal about your Portland Green Cultural Projects application, the procedure is detailed below.

We can only look at your Portland Green Cultural Projects 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.

Complaint/Appeal Procedure

Please tell us:

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

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 below.

Also tell us if there is anything we need to know about how to contact you (for example, if you would like us to reply by textphone or on audio tape).

Within seven working days of receiving your complaint/appeal we will write to or phone you to say that we have received it.

You will receive a reply to your complaint/appeal within 21 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/appeal in more detail. We would send you a written record of the meeting and a formal reply to your complaint from PORTLAND GREEN CULTURAL Projects' Creative Director.

Other ways to make a complaint

The Parliamentary and Health Service Ombudsman

The Parliamentary Commissioner for Administration (known as the Parliamentary and Health Service Ombudsman) investigates complaints by members of the public who have suffered injustice because of maladministration by public organisations. The Ombudsman also looks at complaints about being refused access to official information.

By law, the Ombudsman is independent of the Government and the civil service, and has wide powers to investigate.

The Ombudsman does not normally investigate complaints if they have not been through our complaints procedures first.

The Ombudsman's services are free.

Freedom of information

The Freedom of Information Act 2000 gives you the right to ask PORTLAND GREEN for information. Under the Act, we must provide you with the information you ask for unless it is not covered by the Act (that is, it is 'exempt'). If the information you want is exempt, we have to tell you why.

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.

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.

We may record information about the ethnic background, sex and disability of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

PORTLAND GREEN will keep all complaints and appeals confidential. If you make a complaint or an appeal, PORTLAND GREEN will treat you with respect, and we expect you to treat PORTLAND GREEN staff in the same way.

Comments and suggestions

PORTLAND GREEN welcomes comments and suggestions.

You can contact PORTLAND GREEN at:

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