
COMPLAINTS

PROCEDURE

Please note: due to COVID-19, Creative Scotland staff have been working from home since March 2020. This has affected our phone services and we ask that at this time, for any queries relating to our complaints process, please contact us by email in the first instance via enquiries@creativescotland.com



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Equal opportunities

Creative Scotland operates an equal opportunities policy. Our offices have disabled access. Certain publications can be made available in Gaelic, Scots, in large print, Braille or audio format.

Contact Enquiries at

enquiries@creativescotland.com

For BSL users, use www.contactscotland-bsl.org

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At Creative Scotland we are committed to providing high quality customer service. If something goes wrong or you are dissatisfied, please tell us. We welcome feedback and the information from complaints can help us improve our services.

This booklet explains our procedure and how to make a complaint.

What is a complaint?

We regard a complaint as:

An expression of dissatisfaction by one or more members of the public about Creative Scotland's action or lack of action, or about the standard of service provided by or on behalf of Creative Scotland.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

What can I complain about?

You can make a complaint about things such as:

- Delay in responding to your enquiry and request
- Failure to provide a service
- Our standards of service
- Our policies
- The treatment by, or the attitude of, a member of staff
- Our failure to follow proper procedure.

What can't I complain about?

There are some things we cannot deal with through our complaints handling procedure, such as:

- A routine first-time request for a service, such as a request for additional information following an application being refused
- A decision on a funding application. If you feel we've not followed our own processes in handling your application then you can complain. But you can't complain about the decision itself.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

What if I want to provide feedback but not make a formal complaint?

There are many occasions where an individual or organisation may want to provide feedback to Creative Scotland but does not identify this feedback as a formal complaint. In such cases we recommend that you provide this feedback by:

- Contacting us through the channels detailed on our website: www.creativescotland.com/contact-us
- Speaking directly to a member of Creative Scotland staff, if you already have a connection with a member of staff.

While we keep a record of all formal complaints, we also keep a record of other feedback we receive in the interests of continuous improvement.

How do I complain?

To make a complaint, you or your representative should contact the person you have been dealing with and they will try to resolve any issues.

You can complain in person at our Edinburgh or Glasgow office, by phone, in writing and via email.

When complaining, please tell us:

- Your full name and contact details
- As much as you can about the complaint (remember to include important details and dates where possible)
- How you want us to resolve the matter.

If you are unsure who to speak to, require contact details or if you do not want to speak to the person involved in your complaint, contact

Email: communications@creativescotland.com

Tel: 0131 523 0009

Creative Scotland
Waverley Gate
2-4 Waterloo Place
Edinburgh EH1 3EG

Creative Scotland
The Lighthouse
Mitchell Lane
Glasgow G1 3NU

How long do I have to make a complaint?

Please make your complaint within six months of:

- The event you are complaining about
- Finding out that you have a reason to complain (but no longer than 12 months after the event itself).

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please do tell us why when you contact us initially.

STAGE 1

FRONTLINE

RESOLUTION

If you are unhappy with the service you have received, contact the person or office you first dealt with and they will try to resolve your complaint. This could mean an explanation or apology, and immediate action to solve the problem. We hope to settle complaints as quickly as possible in this way. It is easier for us to resolve complaints if you make them soon after any issues arise and also directly to the relevant member of staff.

At **Stage 1** we will:

- Give you a decision within five working days unless there are exceptional circumstances
- Notify you if we cannot resolve your complaint at this stage and advise what you can do next
- Where appropriate, suggest taking your complaint to **Stage 2** if the issue has not been resolved.

STAGE 2

INVESTIGATION

Stage 2 deals with two types of complaint:

- those that have not been resolved at **Stage 1**
- those that are complex and require detailed investigation.

At **Stage 2** we will:

- Acknowledge receipt of your complaint within three working days
- Where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcomes you are looking for
- Give you a full response to the complaint as soon as possible and within 20 working days
- Notify you if our investigation takes longer than 20 working days and agree revised time limits with you, updating you on progress throughout the process.

What if I'm still dissatisfied?

If, after we have fully investigated your complaint, you are dissatisfied with our decision or the way in which we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to review it. If your complaint is in relation to a data protection matter, you can ask the Information Commissioner's Office (ICO) to do the same.

The SPSO and ICO cannot normally look at:

- A complaint that has not been through our complaints procedure (so please make sure it has done so before contacting SPSO/ICO)
- Events that happened, or that you became aware of, more than a year ago
- A matter that has been, or is being, considered in court.

Scottish Public Services Ombudsman (SPSO)

In person at:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

By post:

SPSO
Freepost EH641
Edinburgh
EH3 OBR

Freephone: 0800 377 7330

Online form: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: m.spsso.org.uk

Information Commissioner's Office (ICO)

Live Chat: ico.org.uk/global/contact-us/live-chat/

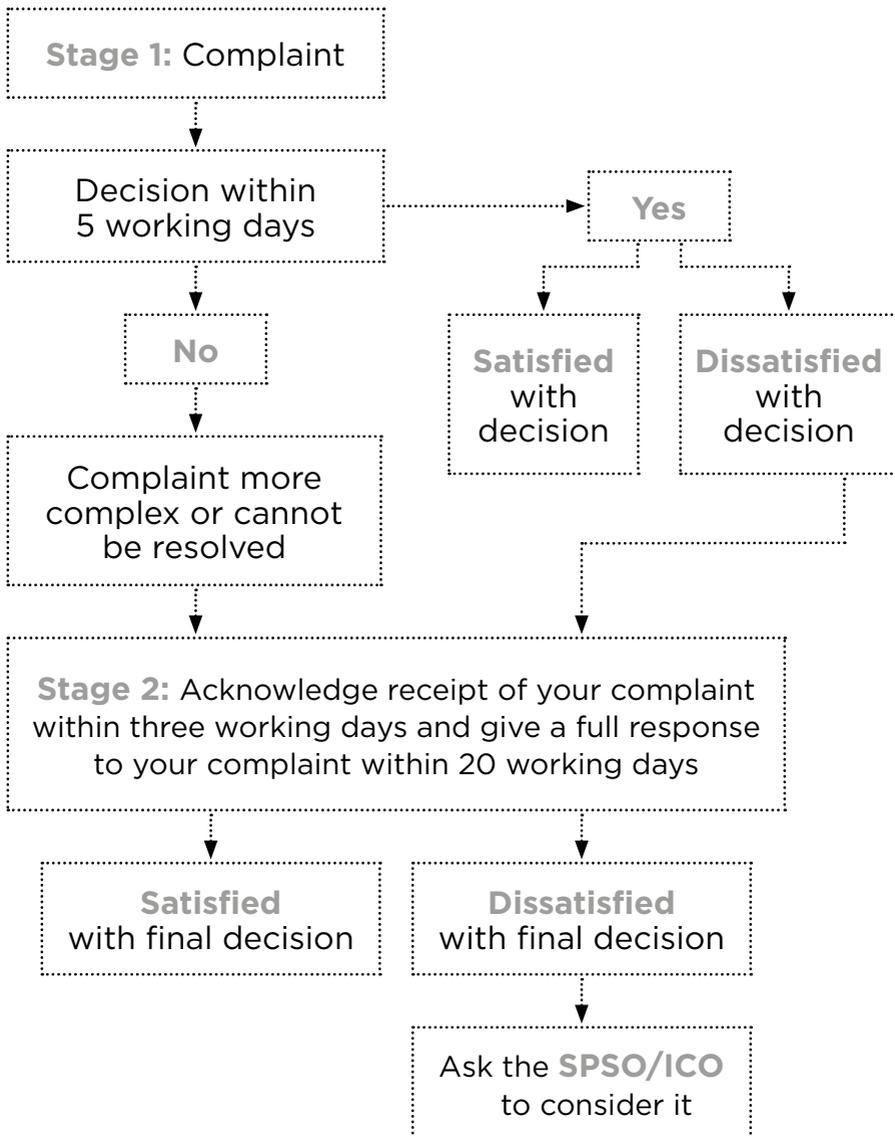
Contact number: 0303 123 1113

Online Form: ico.org.uk/make-a-complaint/your-personal-information-concerns/personal-information-complaint

Website: ico.org.uk/make-a-complaint

A quick guide to our complaints procedure

- **Stage 1:** contact the person you first dealt with and they will try to resolve any issues.
- You will receive a decision within five working days unless there are exceptional circumstances.
- Complaints that are complex or cannot be resolved go to **Stage 2** of the procedure.
- At **Stage 2** we acknowledge receipt of your complaint within three working days and give a full response to your complaint within 20 working days (unless there is clearly a good reason for needing more time).
- If, after you have received our final decision, you remain dissatisfied, you can ask the SPSO/ICO to consider it.



Getting help to make your complaint

We understand that you may be unable or reluctant to make a complaint yourself. We can accept complaints on your behalf from a representative, such as a friend, relative or advocate, if you have given them your consent to complain for you.

You can also find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

Scottish Independent Advocacy Alliance

Tel: 0131 260 5380

Fax: 0131 260 5381

Website: www.siaa.org.uk

Access and Alternative Formats

We are committed to making our service easy to use and will always ensure that reasonable adjustments are made to help access and use our services. If you require this information in another format, such as large print, audio or Braille, please contact us on 0330 333 2000 or email communications@creativescotland.com



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