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# QUALITY OF SERVICE

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CREATIVE SCOTLAND'S  
QUALITY SERVICES STANDARD  
FRAMEWORK GUIDE



ALBA | CHRUTHACHAIL

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#### **Equal opportunities**

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# DELIVERING A QUALITY SERVICE

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## **Our standards**

We aim to provide a prompt, helpful and high quality service as part of our work to support the arts, screen and creative industries across all parts of Scotland on behalf of everyone who lives, works or visits here.

We always strive to ensure our operations are fair, open, accountable and effective.

## **Our Values**

### **Collaboration**

We will listen to the needs of others and work in partnership across all aspects of public life

### **Commitment**

We care deeply about the arts, screen and creative industries in Scotland and are committed to their continued wellbeing and development

### **Trust**

We will build relationships based on fairness, openness and mutual respect, sharing our knowledge and enthusiasm

### **Knowledge**

We will place knowledge and expertise, across a range of art forms and specialisms, at the heart of our organisation and seek to be an organisation that continually learns, adapts and improves how we work.

## Funding

A core part of Creative Scotland's remit is providing funding support for the arts, screen and creative industries in Scotland, alongside our role as an advocate, a development body and an influencer on behalf of Scotland's cultural sector.

We distribute funding from two main sources: the Scottish Government and The National Lottery.

Information on our funding routes and how to apply can be found here: **[www.creativescotland.com/funding](http://www.creativescotland.com/funding)**

All applications to Creative Scotland for funding will be acknowledged within 10 working days.

We also aim to adhere to our published assessment and decision timescales for applications. These timescales can be found in our funding guidelines, here: **[www.creativescotland.com/fundingprogrammes](http://www.creativescotland.com/fundingprogrammes)**

For successful applicants, once any funding conditions have been met, and any other information that we require has been received, we aim to make payment within 10 working days of notification of award.

For all our funding routes, we receive many more applications than we are able to fund. However, we will do our best to explain our decisions to applicants who are unsuccessful in their application.

For more information on what we have funded, we publish full listings of all awards made on our website. To view these listings goto **[www.creativescotland.com/awardlistings](http://www.creativescotland.com/awardlistings)**

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# COMMUNICATING WITH US

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**We will ensure that all of our communications will be professional and respectful at all times. We reserve the right not to respond to any communications (in any form, including social media) that we deem to be abusive, vexatious or inappropriate in terms of content or language.**

## Written correspondence

We aim to respond to all correspondence as quickly as possible, and in accordance with any statutory deadlines which may apply (i.e. for Complaints and Freedom of Information requests).

We will respond to emails no later than five working days from the date of receipt and to letters and other correspondence within 10 working days.

Where we need to consult with others or gather information we may take a little longer but, in such circumstances, we will acknowledge your enquiry and tell you when a full reply will be sent.

## Telephone calls

Our switchboard is staffed Monday to Friday from 9am to 5pm. Outside these hours an answering machine will record calls. If a member of staff is unable to take your call you can leave a message for them.

We will respond to telephone enquiries within five working days.

## Visitors

When visiting Creative Scotland premises in either Edinburgh or Glasgow you will be welcomed at our reception where you will be requested to sign in and will be issued with a visitors' badge.

For security purposes you will be escorted through the building by a member of staff at all times. When leaving the building you will be asked to return your badge and sign out.

Details of access for disabled visitors can be found on our website [here](#)

## Social Media

We welcome comments from social media users on the information and content that we post on our social media channels, particularly Twitter (**[twitter.com/creativescots](https://twitter.com/creativescots)**) and Facebook (**[www.facebook.com/CreativeScotland](https://www.facebook.com/CreativeScotland)**).

Our social media channels are monitored during working hours, 9am to 5pm, Monday to Friday, and we will aim to respond to any questions, comments or enquiries as soon as possible.

## Enquiries Service

Our Enquiries Service provides people and organisations working in, or interested in, the arts, screen and creative industries a wide range of information, particularly on funding.

Details on our enquiries service can be found here:  
**[www.creativescotland.com/contact-us](https://www.creativescotland.com/contact-us)**

The service deals with around 12,000 enquiries each year and the phone lines are open Monday to Friday from 10am – 12 noon and 2 – 4 pm.

If our staff are unable to take your call, or outwith these hours, you can leave a message and we will get back to you as soon as possible.

We will research and respond to all enquiries within five working days, depending on their complexity.

Where we need to consult or gather information we may take a little longer but, in such circumstances, we will acknowledge your enquiry and state when a full reply will be given.

## Website and publications

Our website has been designed to meet standards of accessibility which can be found here: **[www.creativescotland.com/accessibility](https://www.creativescotland.com/accessibility)**

We also operate a 'digital by default' which applies to all of our corporate publications and the promotional materials we produce to support the work that we fund. This means that we only develop printed materials when justified either by the subject matter or the audience. Otherwise, publications are developed in a digital format only or as web content.

All publications are produced within our own visual guidelines, ensuring accessibility and legibility in terms of selected font, font size, colour palate and use of images. Publications can also be made available in Gaelic, Scots, in large print, Braille or audio format on request by contacting Enquiries on **0845 603 6000**.

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# COMMUNICATING WITH US – SUMMARY OF RESPONSE TIMES

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Method of Communication	Response time
Email correspondence	<b>Within 5 working days</b> Where a full response is likely to take longer we will acknowledge and provide you with a timescale
Written correspondence	<b>Within 10 working days</b> Where a full response is likely to take longer we will acknowledge and provide you with a timescale
Telephone Enquiries	<b>Within 5 working days</b>
Submission of Funding Application	<b>Acknowledgment within 10 working days</b>
Enquiries Service	<b>Within 5 working days</b> Where a full response is likely to take longer we will acknowledge and provide you with a timescale
Freedom of Information Requests	<b>Within 20 working days</b>

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# EQUALITY AND DIVERSITY

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Creative Scotland's Equalities, Diversity and Inclusion Report 2015 was published in April 2015. Covering all protected characteristics, this report indicates the progress we are making to mainstream equalities in the organisation and in the arts, screen and creative industries, and deliver our Equality Outcomes 2013-17.

This report is a statutory requirement of the Equality Act 2010. The 'general duty' of the Equality Act requires public authorities, including Creative Scotland, in the exercise of their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010.
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

More information on our approach to Equalities and the full report can be read here: **[www.creativescotland.com/equalities](http://www.creativescotland.com/equalities)**

Creative Scotland operates an equal opportunities policy. Creative Scotland monitors Equalities and Diversity in our employment and our funding to gather information on those using our services.



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# FREEDOM OF INFORMATION

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The Freedom of Information (Scotland) Act 2002 is designed to promote a culture of openness and accountability amongst public sector bodies by providing people with access to the information held by those bodies.

Any information held by Creative Scotland can be requested under The Freedom of Information (Scotland) Act. It's important to mention that exemptions can apply, but we will only use these where it's unavoidable. An example of this might be where information is of a commercially sensitive nature.

Freedom of Information requests can be submitted by contacting:  
**[communications@creativescotland.com](mailto:communications@creativescotland.com)**

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# COMPLAINTS

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We realise that there may be times when things go wrong and people may not be happy with the service they have received.

If this happens then we will do all we can to investigate and solve the problem as quickly as possible.

Our Complaints Handling Procedure is available on our website here:  
**[www.creativescotland.com/complaints](http://www.creativescotland.com/complaints)**

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# DATA PROTECTION

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Creative Scotland is committed to protecting the rights and privacy of individuals in accordance with the Data Protection Act 1998. We need to process certain information about our staff, customers, and other individuals that we have dealings with for administrative purposes. To comply with the Act, information collected about individuals must be used fairly, stored safely and securely and not disclosed to any third party unlawfully.

You have the right to ask us to inform you whether we use any personal information relating to you and to provide you with a copy.

You can find out how to do this here: [www.creativescotland.com/dataprotection](http://www.creativescotland.com/dataprotection)

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# MONITORING AND IMPROVING OUR SERVICE STANDARDS

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We are committed to providing our customers with quality services in the most effective and efficient way possible.

We review our service achievements each year and monitor and report on them in our Annual Report.

We also undertake a bi-annual survey of grant applicants to assess our service and this survey also gathers stakeholder feedback regarding our broader work. We use this feedback to continuously improve the quality of the service we deliver.

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# HOW TO CONTACT US

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All of our contact details can be found here:

**[www.creativescotland.com/contact-us](http://www.creativescotland.com/contact-us)**

Our senior staff contact list can be found here:

**[www.creativescotland.com/staff](http://www.creativescotland.com/staff)**

A direct dial list for all staff can be found here:

**[www.creativescotland.com/contact-us/staff-contacts](http://www.creativescotland.com/contact-us/staff-contacts)**

Our Enquiries Service can be contacted on:

**[enquiries@creativescotland.com](mailto:enquiries@creativescotland.com)**

**0845 603 6000**

You can call us on:

**0330 333 2000**

Our head office address is:

**Creative Scotland**

**Waverley Gate**

**2 - 4 Waterloo Place**

**Edinburgh EH1 3EG**

**Scotland**

Our Glasgow office address is:

**Creative Scotland**

**249 West George Street**

**Glasgow G2 4QE**

**Scotland**

