

## **Our Complaints Policy**

(clients & suppliers)

We're pleased to report that our complaints policy is currently theoretical because we have never received a complaint. Our aim is to keep it that way by:

- Constantly maintaining the foundation stone of our client satisfaction: *excellent and thorough communication throughout a project*. This enables both parties to correct issues before they can become a problem.
- Prevention is better than cure. We always ensure that our clients' expectations are realistic, achievable and clearly understood by both parties, from the outset.
- Where appropriate, we invite clients to sign off their satisfaction at relevant stages, before progressing to the next stage of a project.
- If any elements of a project change for reasons beyond our control, we advise clients immediately and discuss issues with them at the earliest opportunity, to the point of satisfaction.
- Where clients prefer a bespoke complaints procedure, we are happy to create one in co-operation with them.
- Before the start of a project, we and our clients may agree on an external arbitrator in the event that an irresolvable dispute arises.
- This policy is reviewed annually in July.

## **Our Complaints Policy for members of the public**

(specifically for location filming)

We identify and evaluate the needs and sensitivities of the public at the planning stage of a project, to prevent complaints arising. We have never had to deal with a formal complaint; minor localised complaints have always been dealt with satisfactorily on the spot.

- Our first policy is avoidance. We achieve this through communicating with and informing members of the public – in advance – with whom we are likely to come into contact. People mainly complain only if they do not know what is going to happen, or if something unexpected happens for which they were not prepared.
- Unlike many film production crews, we do not assume our welcome. We are aware that for many people, a camera crew is an unwelcome intrusion.
- We always ask members of the public whether they *wish* to be involved with the project. If so, we invite them to sign a notice of agreement.
- We brief them verbally about the project, but are happy to follow up by email or telephone if required.
- We are happy to supply our contact details to any involved member of the public who asks for them, so they can seek information at will.
- Where members of the public are involved, we will always ensure that they know the identity and whereabouts of the principal, should they have any queries or need to complain. On the infrequent occasions where we are using personnel other than the principals, junior staff will be briefed to listen politely to the complaint and immediately refer it to a principal.
- Principals will always aim to attend to the complaint *immediately*, or failing that, within one hour.
- We will always listen to complaints politely and fully. We will ensure we fully understand their nature and will ask for more information if appropriate.
- Even if the complaint seems unjustified, we will correct the problem provided it does not seriously compromise the quality of the production. (Typically this involves moving cars, repositioning cameras etc.)
- If the complaint is about the nature of the project itself, we will seek to explain to the best of our ability, but reserve the right to refer the matter to our commissioning client.
- We will keep a log of any complaints during a project, which we will make available to the client.
- This policy applies to any and all partner organisations with whom we work.
- This policy is reviewed annually in July.