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### 1. Film Hub North, Feedback & Complaints

#### 1.1 - Film Hub North leadership structure and governance

Film Hub North is a project funded by the British Film Institute as part of the BFI Film Audience Network. The Hub is led by HOME and Showroom Workstation whose management teams assume governance responsibility and accountability for the Hub.

In the first instance, feedback and complaints regarding the Hub should be made directly to the Hub project team. Where this is not appropriate, communication should be directed to the management team at Showroom and clearly marked as concerning Film Hub North.

#### 1.2 - Guiding Principles

Film Hub North aims to foster a vibrant film culture in the North of England. This work reflects the ambitions of the BFI Film Audience Network, and our feedback and complaints policy reflects that of our funders at the BFI.

<https://www.bfi.org.uk/contact-us>

If a partner is dissatisfied with the Hub's performance or feels they have been treated unfairly by the Hub, they are entitled to make a complaint. In the first instance, we hope that complaints can be resolved informally by the parties involved. However, in some instances it will be necessary to make a formal complaint.

This document sets out Film Hub North's formal complaints procedure. If you make a complaint regarding the Hub, it will be handled according to the following guiding principles:

- Film Hub North recognises that feedback and complaints are an important way of keeping the Hub accountable, informing internal performance reviews and improving the delivery of the project.
- If the Hub can resolve a complaint by clarifying its position or explaining its decision-making process, it will do so.
- If the Hub has got something wrong, an apology will be issued and the team will take prompt action to put the matter right.
- Film Hub North will be open, honest and fair when handling complaints.

- Partners will not be disadvantaged in future dealings with the Hub because of a complaint.
- Film Hub North will respect partners' privacy and ensure that complaints are treated confidentially.

In addition, partners should note that:

- Film Hub North reserves the right to have an external third-party review a complaint at any time during the process. The Hub will notify any complainant before involving a third-party.
- Where Film Hub North feels it has responded fully to a complaint and can provide no further information, it reserves the right not to escalate such a complaint to the latter stages of the complaints procedure. At this point, the complainant may escalate the matter following the process outlined in this document.

### **1.3 - What is covered by our complaints policy**

The following areas of Film Hub North activity are covered by our complaints policy:

- **The Hub's day-to-day activity and our team's interactions with talents, young people, partners and members of our exhibitor network**
- **Events and services delivered by the Hub team, across Audience Development (Exhibitors), Talent Development (Filmmakers) and Young People (Film Academy) operations.**
- **Funding programmes delivered by the Hub's Audience Development Team.**

The following areas are **not covered by our complaints policy**:

- **BFI NETWORK funding programmes** - currently the Short Film Fund and the Early Feature Development Fund. These funds are administered centrally by BFI NETWORK and any complaints regarding these programmes should be made directly to the BFI.
- **Disagreements between members of the Hub's exhibitor network, or between individual filmmakers using our services.**
- **Legal matters** - these should be referred to the relevant regulatory body. Criminal matters should be referred to the police.

## **2. Complaints about Day-to-day Activity & Events and Services**

The Hub strives to be professional in its day-to-dealings with partners. In addition, we aim to provide inclusive, helpful and supportive events and services to the exhibitors and filmmakers we work with.

The Hub will not be responsible for resolving complaints regarding external contributors involved in our events and services, but we will take on board any feedback regarding third-parties we work with.

If you wish to make a formal complaint about an aspect of the Hub's day-to-day activities or a specific event or service, the following complaints procedure applies.

### **2.1 - Stage 1**

In the first instance, you should notify the Head of Film Hub North, Manon Euler, within 2 months of the incident. Manon will investigate the matter and make every effort to resolve your complaint. You will receive a response within 20 working days. Manon can be reached via email at: [manon@filmhubnorth.org.uk](mailto:manon@filmhubnorth.org.uk)

### **2.3 - Stage 2**

If your complaint has not been resolved, please write to Showroom's CEO, Ian Wild within 2 months of the response to your Stage 1 complaint. Ian can be reached via email at: [ian.wild@showroomworkstation.org.uk](mailto:ian.wild@showroomworkstation.org.uk).

### **2.4 - Stage 3**

If you wish to appeal against the Stage 3 decision, please write to Showroom's Chair of the Board Mark Hilton within 1 month of the Stage 3 decision. Mark can be reached via email c/o Julie Simpson: [julie.simpson@showroomworkstation.org.uk](mailto:julie.simpson@showroomworkstation.org.uk). Please include "Complaint" in the subject line of your email to expedite the processing of your complaint.

Subject to availability, the Chair of the Board will write to you with a decision within 20 working days - or if more information is required, within 20 working days of receiving this information.

## **3. Complaints about Funding Programmes**

Film Hub North awards audience development funding in-line with the priorities and criteria set out in individual fund guidelines as well as our overarching strategic objectives. We aim to ensure that funds are distributed fairly, strategically and effectively across the North.

### **3.1 - How decisions are made**

For awards up to £20,000, funding decisions are made by an internal panel from the Film Hub North team and assessed in-line with the fund guidelines.

For awards over £20,000, funding decisions are ratified by the Film Hub North Directorate.

The Hub team may consult with partners to ensure that information submitted in support of an application is accurate and that duplication of funding does not occur.

Film Hub North may work with external assessors where required.

### **3.2 - When can I appeal?**

You can appeal against a funding decision if you believe that the application was processed incorrectly or the application has been assessed in a way that prejudiced the outcome.

This might mean:

- **“Maladministration”** has taken place. For example, if there has been an undue delay, if mistakes have been made, or if there has been a failure to follow the procedures in the relevant funding guidelines.
- Film Hub North has **failed to give you access to information**, or has given you **incorrect advice or information**.
- You have **not been treated politely**.
- Film Hub North has **discriminated against you or treated you unfairly**.

You cannot appeal against a funding decision if the Hub has followed its decision-making process correctly.

### **3.4 - How to make a complaint**

If you wish to make a formal complaint about a funding decision, the following complaints procedure applies.

### **3.5 - Stage 1**

In the first instance, you should notify the Head of Film Hub North Manon Euler with details of your complaint within 2 months of the funding decision. Manon can be reached via email at: [manon@filmhubnorth.org.uk](mailto:manon@filmhubnorth.org.uk)

Your complaint will be considered and if it is upheld, your original application will be reassessed by an external assessor.

If your complaint is not upheld, you will be notified as soon as possible. We aim to respond to complaints about funding decisions within 20 working days. If this is not achievable, we will let you know as soon as possible.

### **3.6 - Stage 2**

If you wish to appeal the Stage 1 decision, please write to Showroom's CEO Ian Wild within 1 month of the Stage 1 decision. Ian can be reached via email at:

[ian.wild@showroomworkstation.org.uk](mailto:ian.wild@showroomworkstation.org.uk).

Your complaint will be considered again. If it is upheld, your original application will be reassessed by an external assessor.

If your complaint is not upheld, you will be notified as soon as possible. We aim to respond to complaints about funding decisions within 20 working days. If this is not achievable, we will let you know as soon as possible.

### **3.7 - Stage 3**

If you wish to appeal the Stage 2 decision, Film Hub North will refer your complaint to the Hub's funders at the BFI.

The BFI will determine whether or not to investigate your complaint further, and will provide reasons if the complaint is not investigated.

If your complaint is investigated and found to be justified, the BFI will make recommendations to Film Hub North to rectify the matter. The BFI will report within 3 months and Film Hub North will implement their recommendations as soon as possible.

The BFI will not consider complaints that have not gone through Stages 1 and 2 outlined above.

## **4. Further information**

### **4.1 - Getting in touch**

If you would like to discuss this Complaints Policy, or any other Film Hub North policy, please contact the Head of Film Hub North, Manon Euler: [manon@filmhubnorth.org.uk](mailto:manon@filmhubnorth.org.uk)

### **4.2 - Personal information**

Film Hub North will endeavour to keep all complaints confidential. However, it may be necessary to disclose some information to investigate the issues you have raised. In addition, pursuant to the Freedom of Information Act 2000, the Hub may be required to release information if a request is made for it. Further information on the Freedom of Information Act 2000 can be obtained from the Office of the Information Commissioner.

### **4.3 - Equal opportunities**

Film Hub North is committed to equal opportunities and takes complaints about discrimination extremely seriously. Any complaints of this nature are used to inform and review Hub policies and procedures. This practice ensures that the Hub treats everyone fairly. We may record information about the ethnic background, sex, gender identity, socio-economic background and disability of complainants to further enhance our commitment to equal opportunities.