

Beacon Films CIC – Complaints Policy & Procedure

Date agreed by the board	21 July 2021
Due date for re-ratification	21 July 2024



Beacon Films aims to provide high quality services which meet your needs.



We believe we achieve this most of the time: if we are not getting it right please let us know.



To help our services improve all the time, we have a way for you to let us know of for anything about Beacon Films you are not happy with.



If you are not happy with Beacon Films please tell us by

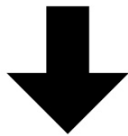
- speaking to a Beacon Films staff member in person,
- calling 0191 580 7000,
- emailing complaints@beaconfilms.org.uk,
- or writing to us at our address at the top of this document



x10

Sometimes, we will be able to give you a response very quickly.

When the matter is more complicated we will give let you know what we will do about it within 10 working days.



All written complaints will be logged.



If you are not satisfied with our response or wish to raise the matter more formally, please write to the Development Director or Chair.



You can do this by writing to these people at the address at the top of this document, or by emailing

complaints@beaconfilms.org.uk

and/or

chair@beaconfilms.org.uk



If you are still not satisfied with the response, then please contact the Chair at the address at the top of this document, or by emailing

chair@beaconfilms.org.uk



This time, the Chair will report the matter to the next meeting of the directors, who will decide how to resolve the situation.