

British Academy of the Film and Television Arts

COMPLAINTS PROCEDURE

Our Pledge

At BAFTA, we value our reputation and aim to operate with the very best possible standards and provide the highest level of service to our members, supporters and guests. If you are not satisfied with our standards we have a complaints procedure.

We welcome all feedback, good and bad, as we endeavour to operate using best practice and standards in all that we do.

At BAFTA, we will:

- treat you with respect and courtesy
- treat all complaints seriously
- resolve complaints as efficiently and as quickly as we can
- learn from complaints and take any necessary action to improve our service.

Our definition of a complaint

A complaint is an expression of dissatisfaction by a member, supporter or guest. General enquiries or comments about BAFTA are not regarded as complaints.

Sometimes we receive complaints that do not relate directly to something that BAFTA has done or that we are not in a position to comment on.

As a charity we have to use the resources of the Academy to best effect. As a result of this there will, occasionally, be circumstances in which we will not respond to a complaint. Examples include:

- if a complaint is about something with which BAFTA is not directly connected.
- if someone unreasonably pursues a complaint that we have already responded to (if this is the case we will inform you of our decision).
- if the person making the complaint behaves in a way which is prejudiced or offensive or amounts to harassing a member of the Academy's staff.
- if the complaint is incoherent or illegible.
- if a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing exercise.

In such situations we will choose whether or not to reply.

We are unable to respond to complaints made anonymously but we will investigate them and reflect on any points that emerge.

What to do if you have a complaint

You can make a complaint about BAFTA by telephone, in writing, by email, or in person as set out below.

General complaints about our operational service

If you know the name or title of the department your complaint relates to, please address your complaint to them; our telephone number is 020 7734 0022 and our postal address is BAFTA, 195 Piccadilly, London W1J 9LN. If you are unsure about where to send your complaint please address it to one of:

- The Membership Department, in the case of membership services, or to membership@bafta.org
- 195 Piccadilly, in the case of services provided by our team at 195 Piccadilly, or to 195Piccadilly@bafta.org
- General Enquiries, in the case of general complaints relating to BAFTA, or to reception@bafta.org

If your complaint is about a member of the Academy

Please address it in writing to the Chief Executive (ceo@bafta.org). Complaints against members are dealt with in accordance with the separate members' complaints and disciplinary procedure.

If your complaint concerns malpractice or another serious matter relating to BAFTA, an Academy member or a member of staff

Please address it in writing to the Chief Executive (ceo@bafta.org) or to the Chair of the Academy (chairman@bafta.org).

Complaints against members or concerns about malpractice and other complaints/issues about the organisation should be made in writing, with supporting evidence. The more serious the complaint, the more important the evidence will be to back it up

Complaints can in the first instance be addressed 'confidential' and if so will not be shared with anyone outside the Academy (i.e. other officers and executives). If complaints relate to members, officers or employees of the Academy, or are concerns about malpractice, after the initial review, the complainant will be asked to waive confidentiality to such an extent as is necessary to properly investigate the complaint.

What happens next?

- We deal with all complaints as quickly as we can.

If the complaint is complex or cannot be dealt with within 14 days then it will be acknowledged and you will be advised of progress at regular intervals.
- If you are not happy with the initial response you receive, you can contact us again addressing your comments to our Chief Operating Officer, Kevin Price (on 020 7734 0022 or coo@bafta.org).
- If you are still not satisfied, you can ask for your complaint to be referred to the Chief Executive of the Charity.
- The Board of Trustees of the Academy shall be the final arbiters of all complaints.