

SHORE SCRIPTS

Inquiries & Complaints Policy & Procedure

Introduction

At Shore Scripts, we work hard to provide vital industry connections to emerging screenwriters and filmmakers. Our goal is to encourage, support, and facilitate the development of new screenwriting talent around the world.

Sadly, we don't always get it right. And inquiries and complaints can take many forms – from issues of bias, misunderstanding, carelessness, or requests for more information where things are unclear or new.

If a writer has questions about their coverage or contest submission, they can raise an inquiry or complaint with us at any time through a variety of channels:

- By writing an email to contact@shorescripts.com or submissions@shorescripts.com
- By commenting on a post or sending us a message on our social media channels:
 - [Twitter](#)
 - [Facebook](#)
 - [Instagram](#)
- By raising a complaint to the Coverfly or FilmFreeway Support Teams:
 - support@coverfly.com
 - support@filmfreeway.com

How we handle inquiries & complaints

- We aim to handle all inquiries and complaints as soon as we can.
- We'll usually try to resolve any issues at the time of receiving the first email.
- We're committed to responding in writing within 10 working days.

Responding to inquiries & requests for feedback

Inquiries can take many different forms. From requests for advice on screenwriting as a practice to requests for clarification on the terms and conditions of our contests and coverage service, or updates on submissions already received or coverage requests already made. In all cases, we aim to make a full and proper response to enable the inquirer to take active steps to satisfy their inquiry.

Investigating complaints

Validation and verification of the issues raised

Where complaints are received by email, the complaint will be acknowledged and then investigated. Where complaints are received via social media or the Script Hub, they will be acknowledged, the complainant is advised to email **contact@shorescripts.com**.

To investigate thoroughly and make an informed decision, the investigator may need to ask additional questions from the complainant before giving feedback. This will be completed by sending an email to the address used for the original complaint and, if different and appropriate, the email address used to submit the script in question. The investigator may also need to ask questions of the reader or other staff members. Again this will be conducted via email.

Once the investigator has satisfied themselves that they understand the complaint, and the events that led to it, and have decided on their initial feedback, they will write back to the complainant via email as soon as possible.

Responding to the complainant

The investigator responsible will send an email to the complainant including the following:

- A quick summary of their understanding of the complaint
- A description of the investigation undertaken
- A proposed solution
- An invitation for the complainant to respond
- And, where appropriate, one or more examples of how the proposed solution will address the complaint.

Recompense

If the investigating member of staff agrees with a complaint, then an email is sent to the writer explaining what they believe to be the cause of the issues arising and offering recompense where appropriate.

Escalation

If either the writer, reader, or investigating member of staff involved in a complaint feels the complaint has been mishandled in any way, they will be provided with the contact details of the member of staff to whom they can escalate their complaint.

Writers can request that their complaint be taken to a more senior member of staff at any time. The ultimate authority for resolving a complaint is the Founder of Shore Scripts.

Record keeping

Shore Scripts keeps records of complaints and compliments received and these are reviewed each month to determine whether improvements can be made to our contests and coverage services and the supporting information we publish on our website and social media.

Frequently occurring inquiries and complaints are noted and addressed on [the FAQs page](#) on our website and in the FAQ posts on social media. Or the issues and suggestions raised may lead to longer-form education articles or changes in our recruitment and retention policies and service offerings.

A writer who has raised an inquiry or complaint can request to have their data deleted at any time by sending an email to **contact@shorescripts.com**.