



TARLAND DEVELOPMENT GROUP

Charity No.SCO41598. Scottish Charitable Incorporated Organisation

Complaints Policy

Tarland Development Group's (TDG) purpose is the advancement of community development and in particular, promotion of the arts, culture, heritage, environmental enhancement and protection, and the provision of recreational activities within the Parish of Tarland and the Howe of Cromar in Aberdeenshire. To meet it aims, TDG undertakes a wide range of projects on behalf of the community (mainly through its various projects and groups).

While TDG Trustees, staff and volunteers will try in all circumstances to meet everybody's aspirations and requirements, the group recognises that there could be areas where this is not possible.

Any concerns should be initially addressed to the TDG representative on site and hopefully an immediate solution can be identified. Where there is no TDG representative on site or the concern is not immediately resolved, complaints should be sent as soon as possible to the Chair at the TDG email address on the website (tarlanddevelopmentgroup@gmail.com), including a description of the concern and a contact e-mail, address or telephone number.

The complaint will then be reviewed by the TDG board who will reply as soon as possible either in writing or by setting up a meeting to discuss the issue and agree an outcome.

Where the complaint concerns the concerned about the way that TDG is meeting its charity status, then the guidance from the Office of the Scottish Charity Regulator (OSCR) should be followed (<https://www.oscr.org.uk/about-charities/raise-a-concern>).

This policy will be reviewed, approved and endorsed by the TDG board annually.

10th August 2018

