Tomintoul and Glenlivet Development Trust

Complaints Policy: procedure for dealing with complaints May 2025

1. Purpose

Tomintoul and Glenlivet Development Trust is committed to providing high-quality services and treating all stakeholders—supporters, beneficiaries, volunteers, and the public—with respect. We recognise that sometimes things can go wrong, and when they do, we want to know so we can put them right and improve. This policy outlines how we handle complaints fairly, transparently, and in a timely manner.

2. Scope

This policy applies to complaints made by anyone interacting with the charity, including members, donors, service users, volunteers, partners, and the general public.

3. What Is a Complaint?

A complaint is an expression of dissatisfaction about an action, lack of action, or decision taken by Tomintoul and Glenlivet Development Trust or someone acting on its behalf.

4. How to Make a Complaint

You can make a complaint by:

- Email: info@tgdt.org.uk
- In writing: Tomintoul and Glenlivet Development Trust, 43 The Square, Tomintoul, AB37 9ET

Please clearly mark your correspondence Complaint and include your name, contact details, a clear description of the issue, and what outcome you are seeking.

5. Complaints Handling Process

a. Acknowledgment

We will acknowledge your complaint within 7 working days of receipt.

b. Investigation

Your complaint will be investigated by an appropriate staff member or volunteer. We may contact you to gather more information. There is no time limit on this stage and the complexity of the complaint will determine the time taken to complete a full and thorough investigation.

c. Response

We aim to respond with a resolution. If this is not possible, we will let you know and give a reason why.

d. Resolution

If your complaint is upheld, we will explain what we are doing to put things right. If it is not upheld, we will explain our reasoning clearly.

6. Escalation Process

If you are not satisfied with our response, you may escalate your complaint to the Chair of Trustees. Contact details will be provided in our response.

If, in your view, the matter remains unresolved, you can contact Office for Scottish Charity Regulator https://www.oscr.org.uk/about-oscr/contact-us/

7. Vexatious, repeated and malicious complaints

Tomintoul and Glenlivet Development Trust reserve the right to determine a complaint vexatious, repeated or malicious. This determination will be made by an elected board member. In such a case we will treat the complaint accordingly, this may include; referring the complainant directly to previous outcomes, refer the complainant to the relevant ombudsman, or referring the complaint to the relevant authority such as Police Scotland.

8. Confidentiality

We will treat your complaint with sensitivity and in accordance with our Data Protection Policy. We will only share information with those who need to know to resolve the issue. https://www.tgdt.org.uk/wp-content/uploads/2018/05/TGDT-Privacy-Notice-May-2020.pdf

9. Learning and Improvement

All complaints made through this process are logged and reviewed regularly by the board of Tomintoul and Glenlivet Development Trust to help us improve our work. The policy is reviewed annually by the Board of Trustees.

Next review due August 2026

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