Complaints Policy

Tina's Trust | Scottish charity number SC054353

Effective date 12/10/2026 | Review date 12/10/2027

Our commitment

Tina's Trust welcomes feedback and takes complaints seriously. You can complain about our service, communications, fundraising, handling of information or conduct. Complaining will not itself disadvantage a grant application. We handle complaints fairly and sensitively and use them to improve our work.

How to contact us

Email tinastrust2025@gmail.com with the subject Complaint, or write to Tina's Trust, Taigh Brae, Lamlash, Isle of Arran, KA27 8JT. Tell us what happened, when, who was involved where relevant, and what outcome you would like. Provide a way to contact you. You do not need to use a particular form. If you need help or an accessible way to complain, contact us and we will agree a suitable arrangement. Someone may act for you with appropriate authority.

First response

We aim to acknowledge your complaint within five working days and provide a full response within 28 calendar days. These are our service targets. If we need longer, we explain why, give an expected response date and keep you updated. Working days exclude weekends and Scottish public holidays.

A suitable trustee investigates, considers relevant information and gives you an explanation of the outcome and any action taken. Where practicable, the investigator is someone not directly involved. A person who is the subject of a complaint or has a conflict does not decide its outcome. We share information only as needed to investigate or meet legal or safeguarding responsibilities.

Trustee review

If you remain dissatisfied, reply to tinastrust2025@gmail.com, marking your message For trustee review, and explain why. Your complaint goes to the chair or another unconflicted trustee if the chair is involved. A trustee not involved in the first response reviews it where practicable. We aim to acknowledge the review within five working days and give our final response within 28 calendar days, explaining any delay and relevant external routes.

External routes

Fundraising: after raising the issue with us and seeking trustee review, you may refer an unresolved fundraising complaint to the Scottish Fundraising Adjudication Panel. See goodfundraising.scot/make-a-complaint, email complaints@goodfundraising.scot or call 0808 164 2520. Check the Panel's current referral requirements and time limits. This route concerns fundraising standards rather than appeals against grant awards.

Personal information: email us or write to us as above, marking it Data protection complaint. We must acknowledge these complaints within 30 days, take appropriate steps to investigate without undue delay, keep you informed and communicate the outcome. Our shorter targets above also apply. You can complain to the ICO at ico.org.uk/make-a-complaint or call 0303 123 1113. You do not need to complete our internal review first. Requests to exercise data rights have separate legal deadlines, normally one month, as explained in our Privacy Policy.

Charity governance: concerns about serious misconduct, misuse of charitable assets or other matters within the Scottish Charity Regulator's remit may be raised with OSCR at oscr.org.uk/raise-a-concern. OSCR does not act as a general appeal body for individual grant decisions or ordinary service complaints.

Records and urgent concerns

We keep complaint records securely for the period in our Privacy Policy and review lessons learned. If information suggests a safeguarding risk or a legal duty to disclose, we may refer it to an appropriate agency. For an immediate danger, contact emergency services on 999 rather than waiting for our complaints response.