



BLAIRGOWRIE & RATTRAY DEVELOPMENT TRUST FEEDBACK AND COMPLAINTS POLICY

INTRODUCTION

Blairgowrie and Rattray Development Trust: Feedback and Complaints Policy supports the organisation's aim to provide high quality services to the community, and in its' dealings with partners and other organisations

COMPLAINTS OR CONCERNS

The Trust aims to provide the best possible services at all times. If you think we are achieving this, or feel we need to do better, you are invited to share suggestions, ideas and any concerns you may have with us

EXPERIENCE OF THE TRUST

If you have had a good or 'not so good' experience with The Trust that you'd like to share, please get in touch. It is helpful to know if we are getting it right, or where we could improve

FEEDBACK ON THE WEBSITE

The Trust would be glad to hear your views on our new website. Feedback on the look, ease of navigation, quality and availability of information you need - please let us know your thoughts

HANDLING PROCESS

The Trust aims to resolve complaints and respond to feedback within ten working days. Sometimes this may take longer, in which case we will let you know when to expect a response and the reasons for any delay. If you are not satisfied with the reply, you can contact the Chair of the Trust (c/o the address below), who will assess the matter and decide if further action is necessary

CONTACT

Speak with us - telephone 01250 876000 and/or arrange to meet with our Development Officer in the first instance

Email: details to admin@brdt.org.uk

Write to: Development Officer, Blairgowrie & Rattray Development Trust Ltd, 1-3 Meadow Place, Blairgowrie, PH10 6QL