

**SCVO Information Service**

**Service Level Agreement and terms of use**

The purpose of this Service Level Agreement (SLA) is to describe the key services the Information Service will provide, and the quality standards you can expect from us in terms of the delivery of the Service and what we expect from you.

**Description of key services**

SCVO’s Information Service is made up of two key services:

* The Information Service
* The Information Service one-to-one sessions for SCVO members

**Information Service**

The Information Service provides information and support to anyone involved in the voluntary sector in Scotland. We accept queries by email, through our online contact form and by phone. We cover topics from setting up a charity, to everyday running of an organisation, to closing down. Our Information Officers provide the support, and can provide a range of written resources including model constitutions and templates.

**One-to-one support for members**

SCVO members areentitled to additional support from our Information Service. This includes the provision of member-only resources, and a one-to-one session.

Members can request a session to be delivered by phone or video call. Topics covered include:

* Board development
* Charity law
* Constitutions
* Data protection
* Governance
* Trustee roles and responsibilities

The one-to-one sessions are designed to offer additional information and guidance to SCVO member organisations. Access is available to trustees representing their organisation, and/or staff members who have the approval of their board to access the SCVO service.

One-to-one sessions are booked through the SCVO website. Members can pick a convenient 15 or 30 minute slot from available bookings.

**Service standards**

We aim to respond to queries and emails sent to the enquiries@scvo.scot email address or via the enquiry button on our webpages within two working days.

**Service closure days**

The Information Service is closed from the 24th December to the first working day following the public holidays in January (usually the 3rd or 4th January). Emails sent to the Information Service after 12:00 pm on the 24th December will receive a reply on the first working day in January. The service will be closed on Good Friday and Easter Monday.

**Warranties**

We are a provider of practical information and support on setting up and running a voluntary organisation, we do not give legal advice. We do not accept any responsibility for action taken by you as a result of information provided by us.

We will make all reasonable efforts to keep our resources up to date. The resources are for reference and guidance and do not replace legal advice.

The service may experience interruptions, delays or loss of data. We will make all reasonable efforts to reinstate the service in the event of any such interruption or delay and to keep you informed.

**Liability**

You assume sole responsibility for results obtained from the use of the Information Service, and for conclusions drawn from such use. We exclude all liability for damage caused by errors or omissions in any information obtained from the Information Service.

**Excessive use**

Where, in the reasonable opinion of SCVO, your usage of the Information one-to-one Service is excessive, we reserve the right to limit your access (based upon call and email volumes, duration or type of call or query). We will notify you if we believe your usage of the service is reaching an unreasonable level.

**General**

We reserve the right at any time to alter, amend, change, modify or withdraw any of the features and benefits that comprise the Information Service.

We reserve all rights in any intellectual property.

**Privacy notice**

You can find all relevant information in our [SCVO enquiries privacy notice](https://scvo.scot/privacy/enquiries).

**Complaints**

SCVO aims to provide high quality services at all times.  Whether you think we’re doing well or feel we need to do better, we value your opinion and want to hear from you. If you are unhappy with the service you receive from the Information Service, please let us know.  We welcome the opportunity to put matters right, for you and for others who might use our services in future. SCVO’s Complaints Procedure is as follows:

1. Raise your concern with a member of the Information Service team.  Most problems can be dealt with quickly by the people closest to the situation. If you are unhappy with the response or feel unable to approach staff directly then email enquiries@scvo.scot
2. SCVO will respond to you within 3 working days. We aim to resolve complaints within 10 working days.  However, some complaints take longer to investigate and when they do, we will contact you to advise you when you can expect a response from us. All comments and complaints will be recorded by SCVO and used to help us improve our services.

Find out more about our [feedback and complaints process](https://scvo.scot/feedback).