

**Arncroach & Carnbee
Development Trust
Protocol for Members Enquiries**

The role of Elected Members is to ensure the effective and efficient operation of the Trust for the benefit of members and the wider community.

This protocol provides a transparent, staged process for dealing with member enquiries fairly, ensuring that Elected Members are accountable to the membership.

1. Requests for information should in the first instance be directed to the Company Secretary, who will provide a written acknowledgement within three days of receipt of any enquiry.
2. The Company Secretary will consult with other elected members as appropriate and provide a formal written response within 14 days of receipt of enquiry.
3. Where a member is not satisfied with the response provided, they are encouraged to seek further elaboration. The Company Secretary will again provide written acknowledgement within 3 days of receipt, and thereafter refer all such enquiries to the Elected Board. The Elected Board will ensure that a formal response is provided within 14 days of receipt of the enquiry.
4. Where a member is still not satisfied with the detail of the response, they will be entitled to seek an Extraordinary General Meeting (EGM), per the Articles of Association.
5. In any event, a member will be entitled to call for an EGM on any matter that affects the proper conduct of the Trust.
6. Minutes of Board meetings and any relevant sub-committee meeting and advisory documents approved by the Board will be published on the Trust's website. Furthermore, Members will on written application to the Company Secretary be provided with copies of audited accounts and access to the Register of Interests.

Tom Crozier,
Company Secretary,
15th February 2011.