

# A' CHAIRT LUCHD-ÙIDHE AGAINN

BÒRD NA  
GÀIDHLIG



## OUR STAKEHOLDER CHARTER

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Tha a' Chairt Luchd-ùidhe againn a' mìneachadh cò an luchd-ùidhe a tha againn agus mar a nì sinn ceangal is conaltradh ris an luchd-ùidhe againn agus mar a bheir sinn a-steach ann an obair Bòrd na Gàidhlig iad.

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Our Stakeholder Charter explains who our stakeholders are and how we will engage, communicate and involve our stakeholders in the work of Bòrd na Gàidhlig.

**Is e an sealladh a tha againn gum bi a' Ghàidhlig air a faicinn is air a cluinntinn gu làitheil air feadh Alba, chun na h-ìre 's gum bi i air a h-aithneachadh mar phàirt bunaiteach de bheatha muinntir na h-Alba agus mar chànan prìseil a tha a' cur ri cultar is eaconamaidh na dùthcha.**

## CO SINN?

Tha Bòrd na Gàidhlig na Bhuidheann Neo-roinneil aig an Rìaghaltais aig a bheil an t-adhbhar reachdail cànan is cultar na Gàidhlig a chur air adhart agus a chuideachadh. Is iad na prìomhachasan ro-innleachdail againn airson 2018-23:

- gum bi barrachd dhaoine a' cleachdadh Gàidhlig agus a' toirt buannachd aiste aig obair, aig an dachaigh agus anns a' choimhearsnachd;
- gum bi cothroman do dhaoine cur ris na sgilean Gàidhlig aca aig aois sam bith air leudachadh agus nas ruigsinniche;
- gum bi barrachd dhaoine ann an Alba deimhinneach mu chànan is mu chultar na Gàidhlig;
- gun lean Bòrd na Gàidhlig air a' leasachadh mar a tha e ag obair.

Tha a' phrìomh-oifis againn ann an Taigh a' Ghlinne Mhòir ann an Inbhir Nis le oifisean eile ann am Port Rìgh, anns a' Ghearasdan agus ann an Glaschu. Tha àite deatamach aig an luchd-obrach againn mar chuid de roinn phoblach na h-Alba, agus tha sinn a' fastadh mar chuibheas 23 neach ag obair thairis air grunn roinnean.

**Our vision is for Gaelic to be seen and heard on a daily basis across Scotland, such that it is widely recognised as an integral part of Scottish life and a national cultural and economic asset.**

## WHO ARE WE?

Bòrd na Gàidhlig is a Non-Departmental Government Body whose statutory purpose is to promote and support Gaelic language and culture. Our strategic priorities for 2018-23 are that:

- more people are using and benefiting from Gaelic at work, at home and in the community;
- opportunities for people to develop their Gaelic skills at any age have increased and are more accessible;
- more people in Scotland are positive about Gaelic language and culture;
- Bòrd na Gàidhlig continues to develop how it works.

Our head office is in Great Glen House in Inverness with other offices in Portree, Fort William, and Glasgow. Our staff play a vital role as part of Scotland's public sector, and we employ an average of 23 people working across a number of sectors.

## NA THA SINN A' DEANAMH

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### ■ STIÙIREADH

Bidh sinn ag ullachadh a' Phlana Cànan Nàiseanta Ghàidhlig agus a' toirt stiùireadh do choileanadh a' Phlana Nàiseanta.

Bidh sinn a' toirt stiùireadh is comhairle do chàch a thaobh iomairtean Gàidhlig.

Bidh sinn a' cur cànan is cultar na Gàidhlig air adhart gu h- ionadail, gu nàiseanta agus gu h-eadar-nàiseanta.

### ■ COMHAIRLE

Bidh sinn a' toirt comhairle do Mhinistearan Riaghaltas na h- Alba air cùisean Gàidhlig.

Bidh sinn a' foillseachadh stiùireadh reachdail gus foghlam Gàidhlig a thoirt air adhart.

### ■ TAIC

Bidh sinn a' toirt taic do bhuidhnean poblach gus na Planaichean Gàidhlig aca ullachadh is a chur an gnìomh.

Bidh sinn a' toirt seachad maoineachadh gus Gàidhlig a thoirt air adhart.

Bidh sinn a' toirt fa-near do is a' frithealadh air feumalachdan nan coimhearsnachdan.

## WHAT WE DO

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### ■ GUIDANCE

We produce the National Gaelic Language Plan and oversee its delivery.

We lead and advise others on Gaelic language initiatives.

We promote Scotland's Gaelic language and culture locally, nationally and internationally.

### ■ ADVISE

We advise Scottish Government Ministers on Gaelic issues.

We issue statutory advice to develop Gaelic education.

### ■ SUPPORT

We support public bodies to produce and implement their Gaelic Language Plans.

We distribute funds for the development of the Gaelic language.

We listen and react to the needs of communities.

## DÈ A THA ANN AN CEANGAL RI LUCHD-ÙIDHE?

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Is e an Luchd-ùidhe againn neach no buidheann sam bith aig a bheil ùidh ann an cur air adhart is leasachadh cànan is cultar na Gàidhlig.

Is e Ceangal an dòigh sam bi sinn ag èisteachd, a' conaltradh agus a' ceangal ri daoine is buidhnean a bhios a' cleachdadh, ag ionnsachadh agus a' cur air adhart cànan na Gàidhlig.

Is e Ceangal ri Luchd-ùidhe am pròiseas sam bi sinn a' togail chàirdeasan ris an luchd-ùidhe againn, tro chonaltradh, ag èisteachd ris na beachdan aca agus gan toirt a-steach anns an obair mar thaic ris na prìomh-amasan againn.

## WHAT IS STAKEHOLDER ENGAGEMENT?

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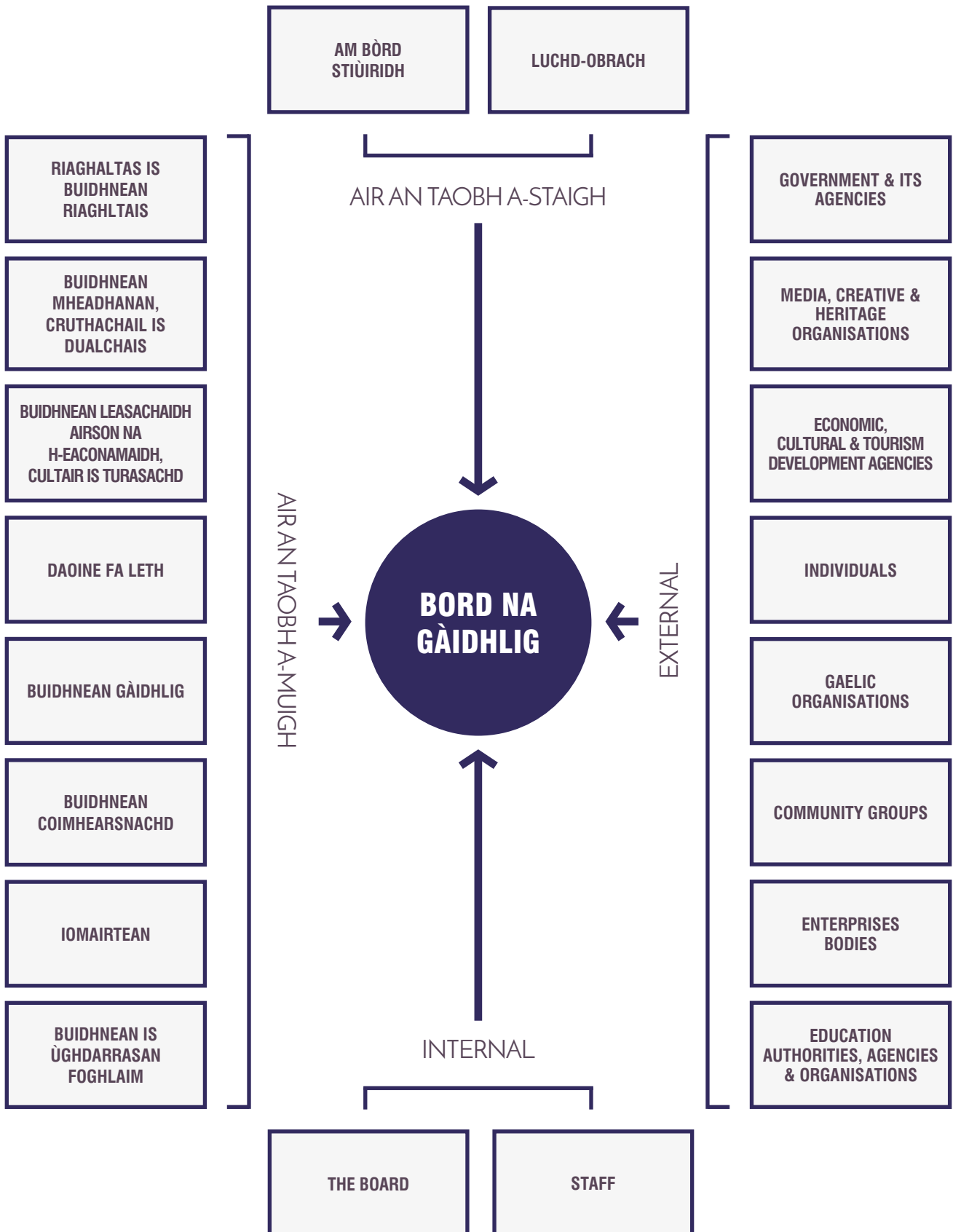
Our Stakeholders are any person or group of people who have an interest in the promotion and development of the Gaelic language and culture.

Engagement is the way we listen, communicate with and involve people and organisations who use, learn and promote the Gaelic language.

Stakeholder Engagement is the process by which we build relationships with our stakeholders through communication, listening to their views and experiences and involving them in the work to support our main objectives.

# CÒ LEIS A BHIOS SINN AG OBAIR?

# WHO WE WORK WITH?



## CONALTRADH

### ■ LÀIMHSEACHADH CEART

Faodaidh tu earbsa a chur annainn:

- gun dèan sinn conaltradh riut gu h-èifeachdach sa Ghàidhlig no sa Bheurla;
- gun dèan sinn a rèir ar briathair;
- gum bi sinn taiceil is modhail agus gun làimhisich sinn thu mar as còir agus le spèis;
- gun fheuch sinn ris an suidheachadh agad fhèin a thuigsinn;
- gun lean sinn pròiseasan mar as ceart;
- gun cuir sinn taic a tha luath, modhail, fiosrachail is èifeachdach ris an luchd-ùidhe againn;
- gun innis sinn dhut dè a nì thu mura bheil thu toilichte leis an dòigh san deach do làimhseachadh;
- gun dìon sinn do chuid fiosrachaidh phearsanta;
- nach dèan sinn claonadh an aghaidh dhaoine stèidhichte air aois, ciorram, taobhachas a thaobh gnè, pòsadh is com-pàirteachas sìobhalta, torrachas is màthaireachd, creideamh, gnè no aidmheil a thaobh gnè;
- gum minich sinn rudan gu follaiseach mura bheil an toradh mar a bha dùil agad;
- gun toir sinn ar leisgeul agus gun dèan sinn ar dìcheall a cheartachadh mas e gun dèan sinn mearachd;
- gum cùm sinn sùil air dèanadas agus gun leasaich sinn;
- gum cleachd sinn na beachdan agad gus leasachadh a thoirt air mar a nì sinn rudan.

### ■ RUIGSINNEACHD SHOIRBH

Nì sinn mar a leanas:

- cothrom a thoirt air barrachd de na seirbheisean againn air-loidhne, rin cleachdadh aig àm a fhreagras ort fhèin;
- fiosrachadh fhoillseachadh mu na seirbheisean is na sgeamaichean-maoineachaidh againn air-loidhne aig [www.gaidhlig.scot](http://www.gaidhlig.scot)
- mìneachadh gu soilleir a thaobh fios a chur thugainn ann an dòighean eile.

## COMMUNICATIONS

### ■ RIGHT TREATMENT

You can trust us to:

- communicate effectively with you in Gaelic or English;
- do what we say we will do;
- be helpful, polite, and treat you fairly and with respect;
- try to understand your circumstances;
- follow processes correctly;
- provide prompt, courteous, knowledgeable and efficient support to our stakeholders;
- tell you what to do next if you're not satisfied with how you've been treated;
- protect your personal information;
- not discriminate against individuals based on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation;
- explain things clearly if the outcome is not what you would have hoped for;
- say sorry and do our best to put it right if we make a mistake;
- monitor performance and improve;
- use your feedback to improve how we do thing.

### ■ EASY ACCESS

We will:

- make more of our services available online, to use at a time that suits you;
- publish information about our services and funding schemes online at [www.gaidhlig.scot](http://www.gaidhlig.scot)
- explain clearly how to contact us in other ways.

Tha sinne, mu seach, ag iarraidh ort fhèin:

- gun toir thu dhuinn am fiosrachadh ceart a bhios a dhìth oirnn gus do chuideachadh;
- gun iarr thu oirnn càil sam bith mun obair againn às nach eil thu cinnteach a mhìneachadh;
- gun innis thu dhuinn nuair a bhios càil air atharrachadh;
- gum bi thu modhail agus gun toir thu spèis don luchd-obrach againn;
- gun toir thu dhuinn beachdan is molaidhean a chuidicheas rinn gus leasachadh a thoirt air an dòigh san dèan sinn nithean.

## ■ CONALTRADH AIR AN TAOBH A-STAIGH

Nì Bòrd na Gàidhlig mar a leanas:

- dearbhadh gum bi am fiosrachadh ceart aig an luchd-obrach gus prìomh-amasan na buidhne a libhrigeadh;
- conaltradh gu fosgailte is gu h-onorach;
- an cleachdadh as fheàrr a chur air adhart agus soirbheachadh a chomharrachadh;
- fiosrachadh ruigsinneach agus cothroman air ceangal don luchd-obrach air fad a thoirt seachad;
- ùrachadh cunbhalach a chumail ris an luchd-obrach gus dearbhadh gur h-e an luchd-obrach againn an chiad fheadhainn aig am bi fios agus gum fairich iad gu bheil seilbh aca air na h-atharrachaidhean a tha a' tachairt.

In return, we need you to:

- give us the correct information we need to help you;
- ask us to explain anything about our role which you are not sure of;
- tell us when something changes;
- be polite and respectful to our staff;
- provide feedback and suggestions to help us improve the way we do things.

## ■ INTERNAL COMMUNICATIONS

Bòrd na Gàidhlig will:

- ensure staff are supported with the information they need to deliver the key objectives of the organisation;
- communicate openly and honestly;
- promote best practice and celebrate success;
- provide accessible information and engagement opportunities for all staff;
- generate regular staff updates to ensure our workforce is the first to know and feel they own the changes that are taking place.

## SEIRBHEISEAN

Bidh a' phrìomh-oifis againn a tha stèidhichte aig Taigh a' Ghlinne Mhòir ann an Inbhir Nis fosgailte bho 9m gu 5f, Diluain gu Dihaoine. (Thèid eisgeachdan no atharachaidhean sam bith fhoillseachadh air an làrach-lìn againn.) Theagamh gum bi na h-oifisean eile againn ann am Port Rìgh, anns a' Ghearasdan agus ann an Glaschu gun luchd-obrach aig amannan agus tha sinn a' moladh dhut fios a chur thugainn ro làimh ma tha thu am beachd tadhal air na h-oifisean seo.

### ■ LUCHD-TADHAIL

Ma thadhas tu oirnn, nì sinn mar a leanas:

- freagairt a thoirt dhut ann an aithghearrachd ann an dòigh a tha modhail is dreuchdail;
- feuchainn ris a' chomhairle is am fiosrachadh a tha a dhìth ort a thoirt dhut no do chur gu cuideigin a bhios comasach air a leithid;
- d' fhaicinn aig an àm air aontachadh ma tha thu air sin a chur air dòigh ro làimh. Ma nochdas tu gun fhios ro làimh, nì sinn ar dìcheall coinneachadh riut ged nach urrainn dhuinn barantas a thoirt gum bi cuideigin ri fhaotainn.

### ■ SEIRBHEISEAN-TAICE

Nì Bòrd na Gàidhlig mar a leanas:

- dèanamh nas urrainn dhuinn gus cothrom a thoirt air na seirbheisean againn dhan a h-uile duine. Nach leig thu fios thugainn mu fheumalachdan sam bith a bharrachd ro làimh agus nì sinn ar dìcheall do chuideachadh;
- dèanamh cinnteach gu bheil an làrach-lìn againn air a cur ri chèile do dhaoine a tha mall san fhradharc.

## SERVICES

Our main office based at Great Glen House in Inverness will be open from 9am to 5pm, Monday to Friday. (Any exceptions or variations will be publicised on our website.) Our other offices in Portree, Fort William and Glasgow may be unstaffed at times so we advise you to notify us in advance if you intend visiting these offices.

### ■ VISITORS

If you visit us, we will:

- respond to you promptly in a polite and professional manner;
- try to provide the advice and information that you need or put you in touch with someone who can;
- see you at the agreed time if you have an appointment. If you arrive without an appointment we will do our best to meet you although we cannot guarantee that someone will be available.

### ■ SUPPORT SERVICES

Bòrd na Gàidhlig will:

- do everything we can to make our services available to everyone. Please let us know about any additional requirements in advance and we will do our best to help;
- ensure our website has been designed for people with visual impairments.



## ■ FÒN

### Nuair a dh'fhònas tu, nì sinn mar a leanas:

- freagairt a thoirt air gach fòn bòrd-seinnse an taobh a-staigh còig seirmean agus ainm na buidhne a thoirt;
- dèanamh cinnteach gun cuir luchd-obrach eile iad fhèin an aithne le ainm nuair a gheibh iad fònaichean;
- dèanamh cinnteach gun tèid fònaichean a' tighinn a-steach air loidhnichean dìreach a fhreagairt mar as trice an taobh a-staigh còig seirmean. Nuair nach eil cothrom air luchd-obrach, thèid na fònaichean aca fhreagairt le luchd-obrach eile, no post-gutha, rud a dh'fhaodadh ùine nas fhaide a ghabhail;
- cur air dòigh gun tèid freagairtean le post-gutha a stèidheachadh aig a' phrìomh-àireamh bhòrd-seinnse aig Taigh a' Ghlinne Mhòir an taobh a-muigh uairean bitheanta na h-oifise, air làithean-saora poblach, ri linn leasachadh luchd-obrach, nuair a bhios èiginn ann, agus ann an suidheachaidhean a-mach às an àbhaist;
- gach brath air fòn no post-gutha a chur air ais ro dheireadh an latha-obrach na dhèidh, nas lugha na tha sinn air a chaochladh innse dhut.

## ■ SGRÌOBHADH

### Nuair a sgrìobhas tu no a chuireas tu post-dealain thugainn, nì sinn mar a leanas:

- fàilte a chur air sgrìobhadh sa Ghàidhlig is sa Bheurla le chèile;
- gach conaltradh ann an sgrìobhadh aideachadh an taobh a-staigh 5 latha-obrach bho fhuaireadh e;
- freagairt a thoirt air gach conaltradh ann an sgrìobhadh an taobh a-staigh 20 latha-obrach bhon cheann-latha air an d'fhuaireadh e a rèir clàr-ama Riaghaltas na h-Alba mu fhreagairtean.

## ■ PHONE

### When you telephone us we will:

- answer all switchboard phone calls within five rings and give the name of the organisation;
- ensure other members of staff will identify themselves by name when receiving calls;
- ensure incoming calls on direct lines will normally be answered within five rings. When staff are not available, their calls will be answered by colleagues, or voice-mail, which may take slightly longer;
- arrange for voicemail answering to be set up on main switchboard number at Great Glen House out with normal office hours, on public holidays, during staff development, in cases of emergency, and in exceptional circumstances;
- return all telephone or voice-mail messages by the end of the next working day, unless we have told you otherwise.

## ■ CORRESPONDENCE

### When you write to or email us, we will:

- welcome correspondence in both Gaelic and English;
- acknowledge all written correspondence within 5 working days from date of receipt;
- reply to all written correspondence within 20 working days from date of receipt in line with the Scottish Government's timescale for replying.

## ■ CUNNTASAN

### Nì Bòrd na Gàidhlig mar a leanas:

- gach fàirdeal, far nach eil deasbad ann, a phàigheadh an taobh a-staigh 10 latha-obrach (no na cumhaichean a dh'aontaicheadh ma tha diofar ann) a rèir clàr-ama Riaghaltas na h-Alba mu ghiullachd phàighidhean.

## ■ FIOSRACHADH IS FOSGAILTEACHD

### Nì Bòrd na Gàidhlig mar a leanas:

- gèilleadh ri Achd Saorsa an Fhiosrachaidh (Alba) 2002 (FOISA) a riaghlaidheas an dòigh sam bi buidhnean poblach a' giullachd iarrtasan airson fiosrachaidh. Gheibhear fios a thaobh mar a chleachdas tu na còraichean agad fon Achd air an làrach-lìn againn – [www.gaidhlig.scot](http://www.gaidhlig.scot). Tha an t-Achd ga chur an gnìomh le Coimiseanair an Fhiosrachaidh ann an Alba, aig a bheil an làrach-lìn [www.itspublicknowledge.info](http://www.itspublicknowledge.info).

## ■ ACCOUNTS

### Bòrd na Gàidhlig will:

- pay all invoices, not in dispute, within 10 working days (or the agreed terms if different) in line with the Scottish Government's timescale for payment processing.

## ■ INFORMATION AND OPENNESS

### Bòrd na Gàidhlig will:

- comply with the Freedom of Information (Scotland) Act 2002 (FOISA) which governs the way in which public organisations process requests for information. Details of how to exercise your rights under the Act can be found on our website – [www.gaidhlig.scot](http://www.gaidhlig.scot). The Act is enforced by the Scottish Information Commissioner, whose website is [www.itspublicknowledge.info](http://www.itspublicknowledge.info).

## SGEAMAICHEAN THABHARTASAN

Tha an earrann seo de Chairt an Luchd-ùidhe a' nochdadh mar a dhèiligeas Bòrd na Gàidhlig ri iarrtasan thabhartasan agus aontaidhean agus cuideachd a' nochdadh dè ris a bheil a dùil bho thagraichean mar phàirt den phròiseas seo.

### ■ IARRTASAN ÙRA

Nì Bòrd na Gàidhlig mar a leanas:

- dèanamh cinnteach gun tèid dèiligeadh ri gach iarrtas ann an dòigh a tha dreuchdail;
- stiùireadh agus foirmean-iarrtais soilleir is simplidh fhoillseachadh sa Ghàidhlig is sa Bheurla le chèile air làrach-lìn Bòrd na Gàidhlig;
- na sgeamaichean-maoineachaidh gu lèir a shanasachadh air na meadhanan sòisealta is traidiseanta agus air post-dealain dìreach, gu tagraichean a bha ann roimhe nuair a bhios cead aig Bòrd na Gàidhlig a leithid a dhèanamh
- dèanamh cinnteach gum bi; sgeamaichean-maoineachaidh fosgailte do dh'iarrtasan fad dà sheachdain deug air a' char as lugha;
- foirmean-iarrtais dealantach is cruaidh le chèile a thoirt seachad airson gach sgeama-maoineachaidh;
- gach iarrtas a mheas a rèir stiùireadh an sgeama agus mar thaic ri prìomh-amasan Plana Nàiseanta na Gàidhlig agus Plana Corporra Bòrd na Gàidhlig mar a tha iad an-dràsta;
- gach iarrtas-maoineachaidh aideachadh an taobh a-staigh 5 latha-obrach bho fhuair e;
- gach co-dhùnadh mu mhaoineachadh (gabhail ris agus diùltadh) a mheas is a chur an cèill an taobh a-staigh dà sheachdain deug bho cheann-latha deireannach an sgeama, nuair a tha an fhoirm-iarrtais coileanta agus a tha an tagraiche air fiosrachadh-taice a chur a-steach;

## GRANT SCHEMES

This part of the Stakeholder Charter sets out how Bòrd na Gàidhlig will deal with grant applications and agreements and also sets out what is expected of applicants as part of this process.

### ■ NEW APPLICATIONS

Bòrd na Gàidhlig will:

- ensure that all applications are dealt with in a professional manner;
- publish clear and simple funding scheme guidelines and application forms in both Gaelic and English on the Bòrd na Gàidhlig website;
- publicise all funding schemes via social and traditional media and via direct email to previous applicants where the Bòrd has agreement to do so;
- ensure that funding schemes are open to applications for a minimum of 12 weeks;
- provide both electronic and physical application forms for all funding schemes;
- assess all applications in relation to the scheme guidelines and in support of the key aims of the current National Gaelic Language Plan and Bòrd na Gàidhlig's Corporate Plan;
- acknowledge all funding applications within 5 working days of receipt;
- assess and communicate all funding decisions (acceptance and rejection) within 12 weeks of scheme closing date, where the application form is complete and supporting information has been supplied by the applicant;

- dèanamh cinnteach nach bi neach-obrach sam bith no ball sam bith den Bhòrd aig a bheil ùidh phearsanta ann an iarrtas an sàs ann an dèanamh cho-dhùnaidhean;
- cuideachadh is stiùireadh a thoirt do gach tagraiche a dh'fhaodadh a bhith ann mus tig an sgeama gu ceann.

#### Nì Tagraichean mar a leanas:

- dèanamh cinnteach gun gabhar gnothach ri gach iarrtas air mhodh gnìomhachail;
- an stiùireadh mu na sgeamaichean-maoineachaidh agus na foirmean-iarrtais a leughadh mus lion iad an t-iarrtas a-steach;
- dèanamh cinnteach gun cùm iad sùil air stuth a' Bhùird air na meadhanan sòisealta agus ris an uair mu chothroman air maoineachadh;
- ùine gu leòr a chur mu seach gus an fhoirm-iarrtais a lìonadh a-steach gu h-ìomlan agus stuth a bharrachd a chur a-steach ron cheann-latha mu dheireadh;
- am fiosrachadh a bharrachd air fad mar a dh'iarrar air foirm-iarrtais an sgeama a thoirt seachad;
- gabhail ris gur dòcha nach gabh Bòrd na Gàidhlig ri iarrtasan fadalach;
- dèanamh cinnteach gu bheil iad làn-eòlach air prìomh-amasan Plana Nàiseanta na Gàidhlig agus Plana Corporra Bòrd na Gàidhlig mar a tha iad an-dràsta;
- cuideachadh is stiùireadh iarraidh mus tig an sgeama gu ceann;
- freagairt a thoirt air iarrtasan airson barrachd fiosrachaidh cho luath is a ghabhas agus an taobh a-staigh 4 seachdainean agus a bhith mothachail gur dòcha gun tig mar thoradh air freagairtean fadalach gun tèid an t-iarrtas agad a tharraing air ais.

- ensure that no individual staff or Bòrd member with a personal interest in an application will be involved in the decision-making process;
- provide help and guidance to all potential applicants before the scheme closes.

#### Applicants will:

- ensure that all applications are dealt with in a business-like manner;
- read the funding scheme guidelines and application forms in advance of completing the application;
- ensure that they monitor the Bòrd's social media feeds and website regularly to keep up-to-date with funding opportunities;
- set aside adequate time to fully complete the application form and provide additional materials ahead of the deadline;
- supply all the required supporting information as detailed in the scheme application form;
- acknowledge that late submissions may not be accepted by Bòrd na Gàidhlig;
- ensure that they are fully familiar with the key aims of the current National Gaelic Language Plan and Bòrd na Gàidhlig's Corporate Plan;
- seek help and guidance before the scheme closes;
- respond to requests for additional information as soon as possible and within 4 weeks and acknowledge that late responses may result in your application being withdrawn.

## TAIRGSEAN-MAOINEACHAIDH AGUS AONTAIDHEAN

### Nì Bòrd na Gàidhlig mar a leanas:

- dèanamh cinnteach gun tèid tairgsean-maoineachadh a chur sa phost gu tagraichean soirbheachail an taobh a-staigh 2 sheachdain an dèidh a' cho-dhùnaidh sa Ghàidhlig agus sa Bheurla le chèile;
- fios a chur gu tagraichean leis nach do shoirbhich an dèidh 2 sheachdain an dèidh a' cho-dhùnaidh sa Ghàidhlig agus sa Bheurla le chèile le beachdan air ais mun iarrtas;
- aideachadh a chur a-mach aon uair is gu bheilear air an t-aonta air a shoidhnigeadh fhaotainn;
- meòrachan a chur a-mach mura bheilear air an t-aonta air a shoidhnigeadh a chur air ais an dèidh ceithir seachdainean bho chaidh a chur a-mach;
- an tairgse-mhaoineachaidh a tharraing air ais mura bheilear air an t-aonta air a shoidhnigeadh a chur air ais an dèidh ochd seachdainean;
- a' chiad earrann den mhaoineachadh a phàigheadh ri tagraichean soirbheachail an taobh a-staigh 15 latha-obrach an dèidh don aonta a bhith air a chur air ais.

### Nì Tagraichean mar a leanas:

- an tairgse-mhaoineachaidh a chur air ais an taobh a-staigh dà sheachdain an dèidh fhaotainn;
- a bhith mothachail gun tarraing Bòrd na Gàidhlig an tairgse-mhaoineachaidh air ais mura bheilear air an t-aonta air a shoidhnigeadh a chur air ais an dèidh 8 seachdainean;
- suaicheantas Bòrd na Gàidhlig a chleachdadh agus an taic againn aideachadh ann an cruth sgrìobhte fhad is a mhaireas an t-aonta-maoineachaidh.

## FUNDING OFFERS AND AGREEMENTS

### Bòrd na Gàidhlig will:

- ensure that funding offers are posted out to successful applicants within 2 weeks of the decision in both Gaelic and English;
- inform unsuccessful applicants within 2 weeks of the decision in both Gaelic and English with feedback on the application;
- issue an acknowledgement once the signed agreement has been received
- send a reminder if the signed agreement has not been returned after 4 weeks have passed since it was issued;
- withdraw the funding offer if the signed agreement is not returned after 8 weeks have passed;
- pay initial tranches of funding to successful applicants within 15 working days of the agreement being returned.

### Applicants will:

- return the signed funding offer within two weeks of receipt;
- acknowledge that Bòrd na Gàidhlig will withdraw the funding offer if the signed agreement is not returned after 8 weeks have passed;
- use Bòrd na Gàidhlig's logo and acknowledge our support in written form throughout the lifetime of the funding agreement.

## ■ AITHISGEAN

### Nì Bòrd na Gàidhlig mar a leanas:

- meòrachan a chur a-mach mura bheilear air aithisg air adhartas agus/no aithisg dheireannach a chur a-steach an taobh a-staigh 4 seachadairean an dèidh don cheann-latha air aontachadh dol seachad;
- a' chòir a ghleidheadh maoineachadh a tharraing air ais agus/no a chur dheth mura bheilear air aithisgean deireannach a chur a-steach a rèir nan clàran-ama a dh'aontaicheadh agus aig an ìre a tha a dhìth;
- earrannan den mhaoineachadh a phàigheadh ma dh'fheumar an taobh a-staigh 15 latha-obrach an dèidh an aithisg dheireannach a chur gu Bòrd na Gàidhlig.

### Nì Tagraichean mar a leanas:

- dèanamh cinnteach gun toir iad seachad aithisgean air adhartas agus aithisgean deireannach a rèir nan ceann-latha a shònraichear anns an aonta-mhaoineachaidh;
- dèanamh cinnteach gun toirear seachad am fiosrachadh gu lèir a tha a dhìth anns na h-aithisgean air adhartas agus na h-aithisgean deireannach, a' gabhail a-steach fios mun chaiteachas is mun teachd-a-steach fhìor gu lèir ceangailte ris a' phròiseact;
- fios a chur gu oifigearan Bòrd na Gàidhlig cho luath is a ghabhas ma tha atharrachadh air cùisean ceangailte ris an aonta-mhaoineachaidh.

## ■ REPORTING

### Bòrd na Gàidhlig will:

- send a reminder if a progress and / or final report has not been supplied 4 weeks after the agreed date has passed;
- reserve the right to withhold and / or cancel funding if final reports are not supplied within the agreed timescales and to the required standard;
- pay tranches of funding if required, within 15 working days of the final report being supplied to Bòrd na Gàidhlig.

### Applicants will:

- ensure that they provide progress and final reports as per the dates outlined in the funding agreement;
- ensure that all the information required in progress and final reports are provided, including details of all actual expenditure and income connected to the project;
- get in touch with Bòrd na Gàidhlig officers as soon as possible if there is a change in circumstances relating to the funding agreement.

## NA MOLAI DHEAN AGAD

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Gus cuideachadh gus leasachadh a thoirt air na seirbheisean againn, bu mhath leinn na beachdan agad mu ìre nan seirbheis againn a chluinntinn. Tha sinn a' cur fàilte air do chuid bheachdan is mholaidhean. Nach cuir thu post-dealain gu [oifis@gaidhlig.scot](mailto:oifis@gaidhlig.scot).

Theagamh aig amannan gum bi thu a' faireachdainn nach d'fhuair thu an t-seirbheis ris a bheil dùil agad bhuan. Feuchaidh sinn daonnan ris na ceistean seo fhuasgladh cho luath is a ghabhas. Ma thèid rudeigin ceàrr no mura bheil thu toilichte leis na seirbheisean againn, nach innis thu dhuinn. Gheibhear fios mu phròiseas nan gearanan againn aig [www.gaidhlig.scot](http://www.gaidhlig.scot).

## YOUR SUGGESTIONS

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To help improve our services, we would like to know what you think about the standard of our service. We welcome your comments and suggestions. Please email [oifis@gaidhlig.scot](mailto:oifis@gaidhlig.scot).

There may be times when you feel you have not had the service you expect from us. We will always try to resolve these issues as quickly as possible. If something goes wrong or you are unhappy with our services, please tell us. Details of our complaints process can be found at [www.gaidhlig.scot](http://www.gaidhlig.scot).