

Policies and Procedures

Please find information on internal and external policies and procedures and advice for members.

[DTA Memorandum & Articles of Associations](#)

[Equal Opportunities Policy](#)

[Environmental Policy](#)

[Making a complaint](#)

[Phone Co-op](#)

[DTA Press Kit](#)

Compact Code of Good practice on Community Groups

A Compact Code of Good practice on Community Groups has now been published and contains useful guidance on how local authorities and other should work with the community sector.

This code of good practice aims to promote a better understanding of the community sector, within the voluntary and community sector as a whole. By doing so, it will have a positive effect on the way the Government relates to community groups through its policies and practices in England. The code includes the main considerations that came out of a consultation exercise that the voluntary and community sector's Compact Working Group carried out, as well as best practice from within the Government. It supports the Compact on relations between the Government and the voluntary and community sector in England.

TAX ADVICE FOR CHARITIES

An integrated telephone help line service for charities covering Inland Revenue, Customs & Excise and Charity Commission information is now available on 08453 020203, 8.30 am - 6.00 pm at local call rates (not weekends).

The help line will be staffed by a network of specialist advisors and will offer charities advice, including technical information and literature on direct tax and VAT.

Charities can also use existing phone lines which are able to transfer calls appropriately:

Customs National Advice Service 0845 010 9000, Charity Commission 0870 333 0123.

Giving

The following two documents are about how you can contribute to the Giving Campaign and tax effective giving.

[Giving Campaign](#)

[Tax Effective Donations](#)

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