

## COMPLAINTS POLICY AND PROCEDURE

Charlton Athletic Community Trust's (CACT) aims to provide a professional and approachable service for members of the public, customers and all service users who need help, advice and information relating to any aspect of CACT's activities. CACT works hard to ensure that a high level of customer service is provided by all of our employees at all times.

We seek to ensure that all complaints are:

- Listened to and investigated thoroughly
- Dealt with consistently
- Dealt with in an appropriate fair and timely manner and
- learned from

If you have a complaint, you can contact us:

**By post:**

Complaints C/O Data Protection Officer  
Charlton Athletic Community Trust  
CAFC Training Ground  
Sparrows Lane  
New Eltham  
SE9 2JR

**By telephone:** 020 8850 2866

**By email:** [DataProtectionOfficer@cact.org.uk](mailto:DataProtectionOfficer@cact.org.uk)

Office hours are Monday to Friday, 9am to 5pm.

We will acknowledge your complaint within 3 working days of receipt and send a formal response within 21 working days. CACT will attempt to resolve all justifiable complaints within this timescale however, if this cannot be done, CACT will update the complainant on progress of the complaint.

If you are not happy with the response, you have the option of taking the complaint to the Chief Executive after 28 days if dissatisfied with progress made.

If you remain dissatisfied with our response you can contact the Charity Commission: [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk) for advice.

**Staff Conduct**

CACT staff will conduct themselves in a courteous and responsive manner in all dealings with customers and service users. CACT is committed to treating all persons equally.

**Equality**

Our commitment to promoting equality and inclusion applies to all areas of our work, including employment practices and service provision.

CACT are fully aware of, and comply with their responsibilities under the Equality Act 2010, to ensure that no unlawful discrimination occurs on the grounds of Protected Characteristics. Discrimination refers to unfavourable treatment on the basis of 'Protected Characteristics', as defined under the Equality Act 2010, both at work and also in access to goods, facilities and services. CACT is committed to promoting equality and social inclusion. CACT recognise that certain groups and communities remain marginalised, in terms of equality of opportunities and social outcomes. Equality legislation exists both to protect people, and to try and advance equality and inclusion. CACT recognise that diversity and the promotion of inclusive and equality practices will help to overcome this disparity.

CACT also have a dedicated, cross-sector, multi-agency Equality Diversity & Inclusion Advisory Board, consisting of representatives from key groups with Protected Characteristics. This partnership network helps to widen participation, and increase the reach into the community. It provides bridges between different sectors, organisations and service providers who work with different groups with Protected Characteristics, and with communities who are excluded and under-represented. This helps us to ensure that key marginalised groups are engaged and included in our programmes.

### **Safeguarding Children, Young People and Vulnerable Adults**

CACT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

CACT's Safeguarding Policy is available on the Trust website at [www.cact.org.uk](http://www.cact.org.uk)

### **Data Protection**

CACT's Data Protection Policy is available on the Trust website at [www.cact.org.uk](http://www.cact.org.uk)

### **Disciplinary Action**

CACT has in place an employee Disciplinary Policy. If a complaint results in CACT taking disciplinary action against an employee, please note that the complainant will not be informed of the outcome.

### **Your personal information**

Please note that details of all complaints are recorded and stored in line with CACT's data retention policy. If you use this complaints procedure you are agreeing that we can use personal information you send us for purposes connected solely to your complaint.

**Last reviewed:** May 2018

**To be approved:** June 2018

**Next review date:** May 2019