

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.

If you have a complaint you can contact us in the following ways:

By post to:
Complaints C/O Administration Officer
Charlton Athletic Community Trust
CAFC Training Ground
Sparrows Lane
New Eltham
SE9 2JR

By telephone: 020 8850 2866

By email: info@cact.org.uk

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

CACT will acknowledge your complaint within three working days of receipt of the complaint 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 the progress made.

Please note that details of all complaints are recorded and if you use this complaints procedure you are agreeing that we can use personal information you send us for purposes connected to your complaint.

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 ED&I 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 in 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

Data Protection

CACT's Data Protection Policy is available on the Trust website at 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.

This policy was reviewed and updated in March 2016