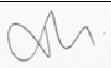


Charlton Athletic Community Trust– Complaints Policy

Policy & Procedure Control Record		
Section	Field	Details
Document Identification	Policy Title	Complaints Policy
	Compliance Reference No.	[REF-XXXX-YYYY] (if applicable) (NA)
	Version	v9.2025
	Policy Owner	Director of Finance, Governance and Compliance
	Applies To	All staff / Specific teams / Contractors / Volunteers Service Users
	Scope (Systems / Locations)	All systems, sites & services
	Effective Date	31 October 2025
	Next Review Date	31 October 2026
	Policy review cycle:	Tick one box to confirm the review cycle: ☒ Annual ☐ Biennial ☐ Triennial
	Document Location	☐ Private ☒ Public
Superseded Version Reference	V8.2025 – July – Lucy Duggan – Changes to fundraising complaints added in October 2025.	
Governance & Compliance	Related Policies / Documents	Currently Standalone
	Legal & Regulatory References	UK GDPR, Data Protection Act 2018, ICO Guidance, Charity Commission, other applicable legislation
Approval Record	Approval Required Level	Tick one box to indicate the required approval level: ☒ Executive Only Approval Required ☐ Board or Trustee Approval Required ☐ Both Executive and Trustee Approval Required
	Executive Approver Name	Jason Morgan
	Executive Approver Title	CEO
	Executive Signature	
	Executive Approval Date	31 October 2025
	Board / Trustee / Sub-Committee Name (if applicable)	N/A
	Board / Trustee / Sub-Committee Title	[Role / Committee Name]
	Board / Trustee / Sub-Committee Signature	_____
	Board / Trustee / Sub-Committee Approval Date	[DD MMM YYYY]
	Approval Applicability Note	Board / Trustee / Sub-Committee approval is required only where selected in "Approval Required Level". Where "Executive Only" is selected, Executive approval alone is sufficient.
	Approved By (Summary)	[Name, Title / Committee]
Version History / Summary of Changes	V8.2025 – 25 July2025 – Author – Summary	V8.2025 – 25 July2025 – Jo Ripton – Update on procedure in line with legislations.
	vX.Y – Date – Author – Summary	[DD MMM YYYY – Name – Summary of change]
	vX.Y – Date – Author – Summary	[DD MMM YYYY – Name – Summary of change]

Purpose of this Policy

The purpose of this policy is to provide a clear, fair, and accessible process for handling complaints. It ensures accountability and supports continuous improvement across all services delivered by Charlton Athletic Community Trust (CACT). This policy outlines how complaints are received, managed, and resolved, and reflects CACT's commitment to transparency and high standards of service.

Definition of a Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by CACT, its staff, or those acting on its behalf, which requires a response.

Types of Complaint

- CACT recognises the following types of complaint:
- **Service Complaints** – relating to the delivery, quality, or standard of CACT services
- **Fundraising Complaints** – relating to fundraising activity, in line with the Code of Fundraising Practice
- **Data Protection Complaints** – relating to the collection, use, storage, or handling of personal data
- Complaints will be handled in line with this policy, with additional requirements applied where specific regulations apply (e.g. data protection or fundraising).

What You Can Expect

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.

When you make a complaint, you can expect:

- Prompt acknowledgement of your complaint.
- A fair, impartial and proportionate investigation.
- Clear communication, including updates where needed.
- A clear outcome explaining our findings and any actions taken.
- An apology where appropriate, and service improvements where learning is identified.

We aim to ensure that every complaint is:

- Listened to and investigated thoroughly.
- Handled consistently.
- Managed fairly, appropriately and within reasonable timescales.
- Used as an opportunity to learn and improve.

Making a Complaint

If you have a complaint, you can contact us:

By Post:

Complaints C/O Governance and Support Services Charlton Athletic Community Trust (CACT)
CAFC Training Ground Sparrows Lane
New Eltham SE9 2JR

By Telephone: 020 8850 2866

By Email: complaints@cact.org.uk or for data protection related complaints such as SAR requests, dataprotection@cact.org.uk

Office Hours: Monday to Friday, 9am to 5pm.

We will acknowledge your complaint within 3 working days of receipt and will 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.

Data Protection Complaints

- Complaints relating to the handling of personal data will be managed in accordance with UK GDPR and the Data Protection Act 2018.

CACT will:

- Investigate data protection complaints thoroughly and without undue delay.
- Keep the complainant informed of progress and outcomes.
- Take appropriate corrective action where required.
- If you remain dissatisfied, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

Complaints Handling Process

CACT operates a three-stage complaints process:

Stage 1 – Initial Response

- Complaint acknowledged within 3 working days
- Initial review and attempt to resolve promptly

Stage 2 – Investigation

- A thorough and fair investigation is carried out
- Relevant information is gathered and reviewed
- A formal written response is provided within 21 working days where possible

Stage 3 – Review / Appeal

- If the complainant remains dissatisfied, the complaint may be escalated
- A review will be undertaken by a more senior member of staff or Trustee
- A final response will be issued

If after 28 days you are dissatisfied with progress made, you have the option of taking the complaint to the Chief Executive, at the above address.

If you are still dissatisfied with the response you can write to the Chair of the CACT Board of Trustees, c/o CACT at the above address; your letter will be forwarded to the Chair.

If you remain dissatisfied with our response you can contact the Charity Commission for advice:

www.charitycommission.gov.uk

Fundraising Complaints

CACT is registered with the Fundraising Regulator and adheres to the standards set out in the Code of Fundraising Practice. We welcome feedback and complaints about our fundraising activities and are committed to resolving them fairly and transparently.

If your complaint relates specifically to fundraising, please make this clear when contacting us. We will follow the same response timelines outlined in this policy.

If you are dissatisfied with our response to a fundraising complaint, you may escalate it to the Fundraising Regulator via their website: <https://www.fundraisingregulator.org.uk>

[Useful resources:](#)

[Code of Fundraising Practice 2025:](#)

<https://www.fundraisingregulator.org.uk/code/code-2025>

[Fit for the Future:](#)

<https://www.fundraisingregulator.org.uk/about-fundraising/resources/fit-future-introducing-new-code-fundraising-practice>

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. CACT is committed to providing a high quality, transparent and accessible services to everyone we engage with. In order to do this, we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible. We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We will listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Accessibility and Support

- CACT is committed to ensuring that the complaints process is accessible to all.
- Complaints may be made through any reasonable channel (including email, telephone, post, or in person)
- Information can be provided in alternative formats on request
- Support will be offered to individuals who may require assistance, including children, young people, and vulnerable adults
- Complaints made on behalf of another person will be accepted where appropriate consent or authority is provided.

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.

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.

Policy Review

The policy will be reviewed and approved by the CACT Executive Team on an annual basis or sooner if required e.g. where there are changes in legislation, or recommended changes to improve best practice.

Social Value & EDI Assessment

This assessment confirms that social value, equality, diversity and inclusion have been considered before approval.

Completion is mandatory and must be fully completed before the document can be approved and published.

Examples of social value may include; improving community wellbeing, increasing access to services, supporting local employment or volunteering, reducing barriers for underrepresented groups, promoting environmental responsibility, strengthening trust, fairness and accountability through clear complaints, governance and data protection processes, and creating positive outcomes for participants, families and local communities.

Area	Criteria	Score (0–2)	Key Evidence / Actions (short)
Social Value	Supports community wellbeing / local impact	☐ 0 ☐ 1 ☒ 2	(Brief justification or actions – max 1–2 lines)
Social Value	Creates opportunities (employment, volunteering, engagement)	☐ 0 ☐ 1 ☒ 2	Brief justification or actions – max 1–2 lines)
Social Value	Promotes inclusion and accessibility in delivery	☐ 0 ☐ 1 ☒ 2	Brief justification or actions – max 1–2 lines)
EDI	No disproportionate negative impact on protected groups identified	☐ 0 ☐ 1 ☒ 2	Brief justification or actions – max 1–2 lines)
EDI	Policy is accessible and inclusive in design	☐ 0 ☐ 1 ☒ 2	Brief justification or actions – max 1–2 lines)
EDI	Risks identified and mitigated	☐ 0 ☐ 1 ☒ 2	Brief justification or actions – max 1–2 lines)

Scoring Key

0 = No consideration or potential risk identified

1 = Partial consideration / gaps identified

2 = Fully considered with mitigation or positive impact

Overall Score & Outcome

Total (12/12)	Rating	Required Action
[]	☐ Low (0–4) ☐ Moderate (5–8) ☐ High (9–12)	[Insert actions or “None”]
Previous score (if reviewed):	None	NONE

⚠ Mandatory Governance Rule

If any criteria are scored 0 or 1, ‘Required Action’ must be completed with clear actions or justification.

Policy Owner Accountability

Check	Response
Assessment reviewed and confirmed	☒ Yes ☐ No
Policy Owner	Zanele Moyo-Condon, Director of Finance, Governance & Compliance
Date	31 October 2025
Comments (if needed)	Brief justification or actions – max 1–2 lines)