



ALEXANDRA PARK AND PALACE CHARITABLE TRUST BOARD

29 SEPTEMBER 2022

Report Title: Policy Review
Report of: Emma Dagnes, CEO
Purpose: This report invites the Trustee Board to review and approve the updated Complaints Policy and the new Equality, Diversity and Inclusion Policy.

Local Government (Access to Information) Act 1985 - N/A

1. Recommendations

To approve:

- i. the updated Complaints Policy attached at Appendix 1, and;
- ii. the new Equality, Diversity and Inclusion Policy attached at Appendix 2.

2. Executive Summary

- 2.1 The Charity Commission requires Trustees to have in place appropriate procedures for dealing with complaints against the Charity and to ensure that the procedures are easy to follow. The Complaints Policy, at Appendix 1, has been reviewed by the Head of Visitor services and simplified to reflect the existing structure of the Visitor Services Team. Section 3 of this report highlights the key changes made to the Complaints Policy.
- 2.2 The Trustee Board approved the Organisation's Equality, Diversity and Inclusion (EDI) Action Plan in July 2021 and the Equality, Diversity and Inclusion (EDI) Policy was subsequently produced to replace the previous Equal Opportunities Policy. The 2020 review of the Charity Governance Code placed more responsibility on trustees to understand the EDI approach within their charities and therefore it is appropriate for the EDI Policy, attached at Appendix 2, to be a Trustee Board owned and approved policy.

3. Legal Implications

The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

4. Financial Implications

The Council's Chief Financial Officer has been consulted in the preparation of this report and has no comments.

5. Use of Appendices

Appendix 1 – Complaints Policy

Appendix 2 – Equality, Diversity and Inclusion Policy

6. Background Papers – None