

## **ALEXANDRA PARK AND PALACE** **CHARITABLE TRUST BOARD**

**18 JULY 2017**

**Report Title:** Complaints Policy

**Report of:** Erica Wilkinson, Company Secretary

**Report Authorised by:** Louise Stewart, Chief Executive Officer, Alexandra Park and Palace Charitable Trust (APPCT)

Contact Officer: Natalie Layton, Executive Assistant, APPCT  
Email: [Natalie.layton@alexandrapalace.com](mailto:Natalie.layton@alexandrapalace.com) , Telephone: 020 8365 4335

**Purpose:** The Charity Commission requires Trustees to have the appropriate procedures for dealing with complaints against the Charity and ensure that the procedures are easy to follow.

This report proposes a policy and a process for the Trust to meet this Charity Commission requirement.

### **Local Government (Access to Information) Act 1985**

N/A

## **1. Recommendations**

- 1.1 To approve and support the implementation of the proposed Complaints Policy.
- 1.2 To authorise the CEO to review the existing operational process to ensure that they implement this policy appropriately and that key staff are trained on their responsibilities in relation to complaints handling.

## **2. Introduction**

- 2.1 The definition of a complaint is any expression of serious dissatisfaction, whether justified or not, about any aspect of APPCT.
- 2.2 Whilst there is a complaints procedure in place it is very much about the operation of our activities. This is not a proposal to have a separate policy for the Trust. Across the Trust, its trading subsidiary and for general members of the public it isn't

always possible to distinguish the type of complaint – a complaint about noise from an event held here is to some a complaint against the charity.

- 2.3 Overall responsibility for this policy and its implementation lies with the Board of Trustees.
- 2.4 There needs to be clear policy and process in place and training of the staff receiving and handling complaints to ensure that complaints about the charity are graded and escalated appropriately.

### **3. Legal Implications**

- 3.1 The Council's Assistant Director of Corporate Governance has been consulted in the preparation of this report, and having consulted with the Council's Feedback and Information Governance Manager provided comments on the proposed policy for the consideration of the report author, and so has no further comments.

### **4. Financial Implications**

- 4.1 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