



CASA España

Complaints Procedure

1. Introduction

CASA España (Charlton Athletic Supporters Association – Spain) is committed to providing a fair, transparent, and respectful environment for all members.

This procedure outlines how complaints can be raised and how they will be handled.

2. Scope

This procedure applies to:

- **All members**
 - **Committee members**
 - **Volunteers**
 - **Activities, events, and online interactions**
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3. What Can Be Complained About

Complaints may relate to:

- **Behaviour of members or officials**
 - **Breaches of the Code of Conduct or other policies**
 - **Discrimination, harassment, or safeguarding concerns**
 - **Service or organisational issues**
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4. Informal Resolution

Where appropriate, members are encouraged to:

- **Raise concerns informally with a Committee member**
 - **Seek a quick and amicable resolution**
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5. Formal Complaint Process

If the issue cannot be resolved informally:

5.1 Submission

- Complaints should be submitted in writing (email or form)
- Include details of the issue, dates, and any supporting information

5.2 Acknowledgement

- The Committee will acknowledge receipt within 5–7 days

5.3 Investigation

- The complaint will be reviewed fairly and impartially
- Relevant parties may be contacted
- Confidentiality will be maintained where possible

5.4 Outcome

- A written outcome will be provided within a reasonable timeframe (normally 14–28 days)
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6. Possible Outcomes

Depending on the findings, actions may include:

- No further action
 - Informal resolution or mediation
 - Warning issued
 - Suspension of membership
 - Termination of membership
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7. Appeals

- Members may appeal a decision within 14 days of the outcome
 - Appeals must be submitted in writing with reasons
 - The appeal will be reviewed by the Committee (or an independent panel where possible)
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8. Confidentiality

All complaints will be handled sensitively. Information will only be shared where necessary to resolve the issue.

9. Malicious Complaints

Any complaint found to be deliberately false or malicious may result in disciplinary action.

10. Record Keeping

- A record of complaints and outcomes will be maintained securely
 - Records will be handled in line with the Privacy Policy
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11. Review

This procedure will be reviewed periodically to ensure fairness and effectiveness.

Governance Statement

CASA España is committed to handling complaints professionally, fairly, and transparently, ensuring all members are treated with respect.