



SMCTC Diversity policy

CTC is fully committed to the principles of equality of opportunity and is responsible for ensuring that no job applicant, councillor, employee, volunteer or member receives less favourable treatment on the grounds of age, gender, disability, race, ethnic origin, nationality, colour, parental or marital status, pregnancy, religious belief, sexual orientation or political belief.

The full wording of the CTC Diversity Policy can be viewed via the following link: [http://www.ctc.org.uk/resources/About Us/CTC Policy Statement.doc](http://www.ctc.org.uk/resources/About%20Us/CTC%20Policy%20Statement.doc)

South Manchester CTC complaints procedure

This Complaints Procedure has been developed in line with the National CTC Complaints procedures.

Should any Member have a concern or complaint with regard to any activity organised by the Group, or with regard to any Volunteer, Officer or other Member of the Group, they should in the first instance refer their concern to a Responsible Officer of the Group. The current Responsible Officers are the Secretary and the Welfare Officer. Their contact details may be found in the Information section of this website. The Officer should then investigate the concern/complaint.

Responsible officers are responsible for:

carrying out the complaints procedure carrying out the policies of the CTC interpretation of the policies of the CTC when responding to complainants.

Following investigation of the complaint the Responsible Officer will feedback the results of the investigation to the Member together with any actions deemed necessary as a result of the complaint. If the Member is not satisfied with the results of the investigation or any actions arising they may escalate their complaint by placing a formal complaint with the Director of CTC.

Information about the formal CTC complaints procedure can be found via the following link.

<http://www.ctc.org.uk/DesktopDefault.aspx?TabID=3655>