

# The 1<sup>st</sup> Dullingham and Stetchworth Scout Group

## Complaints Policy

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Policy Version: 1.0

Date of Issue:

Review Due:

Policy Owner: Group Scoutmaster (GSM)

### Purpose

The 1<sup>st</sup> Dullingham and Stetchworth Scout Group is committed to providing a safe, supportive, and positive environment for all members. We recognise that, from time to time, concerns or complaints may arise. This policy sets out how complaints will be managed in a fair, transparent, and timely manner.

### Scope

This policy applies to:

- All youth members (ages 6–18)
- Parents/carers
- Adult leaders, helpers, and volunteers

### Principles

- Complaints will be taken seriously and dealt with promptly.
- Everyone involved will be treated with respect and fairness.
- Complaints will be handled confidentially, with information shared only on a “need to know” basis.
- Where possible, issues should be resolved informally before moving to the formal process.

### Complaints Process

#### 1. Informal Resolution

In many cases, concerns can be resolved quickly by speaking directly to the relevant Section Leader (Beavers, Wolf Cubs, Scouts, etc.). If the issue cannot be resolved informally, a formal complaint may be made.



## **2. Stage 1 – Section Leader**

Formal complaints should first be made in writing to the Section Leader. The Section Leader will acknowledge the complaint within 7 days and aim to resolve it within 14 days.

## **3. Stage 2 – Group Scout Master (GSM)**

If the complainant is not satisfied with the outcome, the complaint may be escalated in writing to the Group Scoutmaster. The GSM will investigate and provide a written response within 21 days.

## **4. Stage 3 – Group Chair\***

If the matter remains unresolved, the complaint may be referred to the Group Chair in writing. The Chair will review the case and respond within 28 days.

\*In The 1<sup>st</sup> Dullingham and Stetchworth the Chair of the Group Adult Leaders Committee

## **5. Stage 4 – Trustees**

If the complaint is still unresolved, it may be escalated to the Trustees, whose decision will be final.

## **6. Outcomes**

- Where a complaint is upheld, appropriate action will be taken, which may include changes to practice, further training, or disciplinary action.
- Where a complaint is not upheld, reasons will be provided in writing.

## **7. Monitoring and Review**

This policy will be reviewed annually by the Group Executive Committee to ensure it remains effective and up to date.

**Approved by:**





# 1<sup>st</sup> Dullingham and Stetchworth Scout Group

## Complaints Form

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This form should be completed by parents/carers when raising a complaint and submitted to the appropriate leader.

Parent/Carer Details

Name:

Contact Number:

Email:

### Child's Details

Name:

Section (Beavers, Wolf Cubs, Scouts, etc.):

### Details of Complaint

Date of Incident/Concern:

Location (if relevant):

Description of Complaint (please provide as much detail as possible):



**Steps Already Taken**

(Have you spoken to the Section Leader or others about this issue?)

**Desired Outcome**

(What would you like to happen as a result of this complaint?)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

