



Complaints Policy

Brickhill Scout Group broadly follows the Scout Association's Complaints policy.

[See the Scout Associations website for full details.](#)

Most complaints do not need to go through a formal complaint's procedure. All that is required is perhaps a question answered, concerns dealt with, or opinion noted.

How do I complain and who do I complain to?

In the first instance, you should try an informal verbal approach to your section leaders to resolve your complaint and to see what action can be taken. The leaders are often available for 10 minutes after the meeting. Please ask if they have a few minutes for a private discussion and then explain the issue in private.

If the informal approach proves to be unsatisfactory, then please email to Dawn/Jessie the GSL at GSL@BrickhillScoutGroup.org.uk

Please include which leader you spoke to on the day and as much detail as possible.

You should receive a response usually within 7 days. Please remember all our volunteers are only available for a short time each week and they will get back to you as soon as they have time.

You may be asked to complete a specific complaint template

What complaints are accepted?

We accept complaints about how you have been treated by Scouting or, if you are a parent or carer of a young person, how that young person has been treated by Scouting.

We have a few basic rules for the acceptance of complaints:

- Complaints must be about a recent issue (raised within three months of you knowing about the issue)
- A complaint can be raised by members (including youth members), non-members or by the parent or carer of a child (who is a youth member of Scouts) that are directly affected by the concern being raised.
- If a complaint is anonymous – we reserve the right not to progress the complaint if it is impossible to verify information. However, complainants can ask to keep their identity confidential and specify any other aspects of the complaint that contain sensitive information.
- We do not progress complaints that are broadly the same as a previous complaint.
- We do not progress complaints that we believe to be vexatious or malicious.

How will my complaint be dealt with?

Your complaint will be dealt with fairly and objectively. We handle complaints in a positive and proactive manner and expect resolutions and outcomes to contribute to a process of continuous improvement.

If the issue is considered to be a safeguarding issue – it will most likely be escalated to District, County, or National HQ level.



Please bear in mind that adults in Scouting are volunteers and have other calls on their time. It may therefore take a little longer to sort out your complaint, however you will be kept informed of the progress of the complaint with an acknowledgement of a formal complaint and periodic updates.

The complaint manager may need to speak to you and several other people to fully understand your complaint and the circumstances surrounding it.

If the GSL feels they may have a conflict of interest - the complaint will be passed to the Board of Trustees Chair for their opinion.

The GSL will decide about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.

What if I am not satisfied with the outcome of my complaint?

If you are not satisfied with the outcome of your complaint by the group or the way in which it was handled, then you may appeal. You must appeal within 14 days of being given the outcome of your complaint. Appeals should ideally be made on the [appeals template](#).

Your appeal must be formally lodged with the next level of manager in Scouting.

District Commissioner Bedford Ouse Valley
dc@bedfordousevalleyscouts.org.uk

Please clearly explain the basis on which you are making the appeal and your desired outcome to resolve the issue.

The next senior manager will decide about the appeal and will inform you whether your appeal is upheld or not and the actions that will be taken as a result.

If you are not satisfied with the outcome of the appeal, there is no further escalation of the complaint, and we will not consider further any action regarding the complaint or the appeal.