

8th Darlington (Cockerton Green) Scout Group – Complaints Procedure

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Prepared by: Liam Pape

Reviewed by: Executive Leadership Team

Introduction

The 8th Darlington (Cockerton Green) Scout Group is committed to providing a high-quality experience for all its members, volunteers, and their families. We understand that occasionally concerns or complaints may arise. This complaints procedure outlines the process for raising and resolving complaints in a fair, transparent, and timely manner.

Scope

This procedure applies to all members, leaders, volunteers, parents/guardians, and other stakeholders associated with the 8th Darlington (Cockerton Green) Scout Group.

Principles

- **Respect and Confidentiality:** All complaints will be handled with respect and confidentiality.
- **Impartiality:** Complaints will be investigated impartially and without bias.
- **Timeliness:** Complaints will be addressed promptly to ensure a swift resolution.
- **Transparency:** The process and outcomes will be communicated clearly to all parties involved.
- **Support:** Complainants will be supported throughout the process.

Procedure

Step 1: Informal Resolution

1. **Initial Discussion:**
 - If you have a concern or complaint, we encourage you to discuss it informally with the relevant person (e.g., section leader, volunteer, or Group Scout Leader).
 - Many issues can be resolved quickly and informally through open communication.
2. **Resolution:**
 - If the issue is resolved to your satisfaction, no further action is required.
 - If the issue is not resolved, you may proceed to the formal complaint process.

Step 2: Formal Complaint

1. **Submitting a Complaint:**
 - Complaints should be submitted in writing to the Group Scout Leader (GSL) or, if the complaint involves the GSL, to the Executive Leadership Committee.
 - Include detailed information about the nature of the complaint, relevant dates, and any supporting evidence.
2. **Acknowledgement:**
 - The complaint will be acknowledged in writing within five working days of receipt.
3. **Investigation:**

- The GSL or a designated member of the Executive Committee will conduct a thorough investigation.
 - This may involve gathering evidence, interviewing relevant parties, and reviewing documentation.
4. **Outcome:**
- A written response will be provided within 20 working days of the complaint being acknowledged.
 - The response will include the findings of the investigation and any actions to be taken.
 - If more time is needed, the complainant will be informed of the delay and the expected timeframe.

Step 3: Appeal

1. **Appeal Submission:**
 - If you are not satisfied with the outcome of the formal complaint, you may submit an appeal in writing to the Executive Leadership Committee within ten working days of receiving the response.
2. **Appeal Review:**
 - The Executive Leadership Committee will review the appeal and may convene an appeal panel if necessary.
 - The appeal review will be completed within 15 working days of receipt of the appeal.
3. **Final Decision:**
 - A written response will be provided, outlining the decision of the appeal review.
 - The decision of the appeal review is final.

Confidentiality

All information related to a complaint will be treated as confidential and only shared with those who need to know in order to investigate and resolve the issue.

Record Keeping

A record of all complaints, investigations, and outcomes will be maintained for monitoring purposes and to identify any trends or areas for improvement.

Support and Advice

If you need support or advice at any stage of the complaints process, please contact the Group Scout Leader or the Executive Leadership Committee.

Review

This complaints procedure will be reviewed annually to ensure its effectiveness and to make any necessary updates.

Contact Information

For any questions or to submit a complaint, please contact:
safeguarding8thdarlington@outlook.com