

Resolving Complaints - The Scout Association's Complaints Procedure



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Line managers' guide to the complaints procedure

The Scout Association recognises its responsibility to deal fairly, constructively and consistently with expressions of concern or dissatisfaction from members and non-members (including parents) on behalf of themselves or their children.

Local, informal resolution should always be encouraged. Many complainants do not want to enter a formal complaints procedure. They simply want to have their questions answered, their concerns dealt with, or their opinion noted.

Remember it is good to say 'sorry' and saying it can often diffuse a difficult situation. For further support and guidance in dealing with disputes see "When adults disagree – guidelines for dealing with disagreements in Scouting".

This document also considers serious complaints that are made directly to the Charity Commission.

What is a complaint?

A complaint is an expression of concern or dissatisfaction with any aspect of Scouting.

The procedure for resolving complaints seeks to:

- resolve complaints as early as possible;
- support members; and
- identify and act on opportunities for change and improvement.

Notes:

- 1) Complaints involving safeguarding matters must be dealt with in accordance with the set-down procedures. Details can be found at www.scouts.org.uk/safeguarding
- 2) The procedure below should not be used where individuals disagree with a national policy set by the Association.

Elements of the complaints procedure

It is the policy of The Scout Association to have an open and equitable procedure for dealing with concerns and complaints raised by members and non-members (including parents) that directly

affect them or their children (who are youth members of Scouting).

The key elements of the procedure are that:

- All complaints will be dealt with consistently and reliably and in a fair and objective manner.
- The approach to complaint handling will be positive and proactive.
- Resolutions and outcomes will contribute to a process of continuous improvement.
- All complaints will be handled by the most local volunteer line manager which in many circumstances will be the Group Scout Leader.
- Complaints in relation to staff will be handled by the line manager and/or Director and where appropriate the Chief Executive or senior staff member (see page 15 for details).
- Complaints will only be accepted within three months of the date that the complainant reasonably knew sufficient facts.
- If a complainant is not satisfied with the outcome of the original complaint or the way in which it was handled, there is a right for one appeal only.
- There is no procedure of "escalation" of a complaint. The complainant's recourse is solely to a single appeal once the original complaint has been investigated and the outcome known.
- The Scout Association does not generally investigate anonymous complaints.
- The Scout Association does not accept complaints that are:
 - raised on behalf of or regarding other people (except by parents/carers of children in Scouting);
 - broadly or substantively the same as a previous complaint raised.
- The Scout Association will not progress complaints that are found to be vexatious or malicious.

The Scout Information Centre

Gilwell Park Chingford London E4 7QW Tel + 44 0345 300 1818 email info.centre@scout.org.uk www.scouts.org.uk

Please note:

The offices of the Patron, President, and Chief Scout do not deal with complaints, disagreements or disputes. Any correspondence received on these matters by these offices will be referred to the most appropriate line manager.

Basic Principles of the complaints procedure

Complaints should be dealt with locally

- Whenever possible, local people should first endeavour to resolve the situation informally and in discussion with the complainant.
- Complaints received will be passed to the most appropriate and most local line manager for resolution (which for many situations will be the Group Scout Leader).
- Formal complaints must be made in writing. If there is a genuine reason that the complainant cannot make a formal written complaint, then it should be made orally and the person acknowledging it should, for the sake of clarity, summarise the complaint in writing to the complainant and then check it is an accurate record of their conversation.
- Complaints should be acknowledged in writing (which may be by email) within seven days of receiving the complaint.
- Complainants should be sent a copy of the "Guide for Complainants" sheet.
- It can be very helpful to ascertain early on in the procedure exactly what resolution the complainant is looking to achieve. It is not always obvious what would satisfy complainants – so ensure that you ask.
- Complainants should be kept updated regularly on the progress of their complaint, ideally every four weeks.
- Line managers should not deal with complaints in which they are personally involved, or where they may be considered by either themselves or others to have insufficient independence. In these cases advice must be sought from the next level of Scouting to ensure impartiality. The complaint does not have to be escalated; it could be referred to another line manager holding the same appointment.
- Complaints are handled by volunteers therefore it should be accepted that they also have other demands on their time, however all complaints are taken seriously and handled with appropriate timing.

The procedure for dealing with complaints should be easily accessible and available

- All members involved in dealing with a complaint should be made fully aware of the procedure and their role within it.
- Details of the procedure will be made readily available to members and non-members.
- Complainants should be advised of the procedure and informed how they can use it.
- Appropriate adjustments may be made to the way in which the procedure is carried out to cater for any additional needs of those making a complaint.

Full support will be given to all those dealing with complaints

- Local arrangements should be made to provide advice and support to those dealing with complaints as required.
- Members must be fully supported in completing any training needs that arise as an outcome of the resolution of a complaint.
- Any learning points identified should be acted upon in a stated timescale.
- Support to all those dealing with the complaint should be provided locally. Further support, guidance and advice on dealing with complaints can be sought from your line manager if required.

Guidance notes on the operation of the complaints procedure

- a) Local, informal resolution of a complaint should always be encouraged.
- b) It is important to recognise the point at which a complaint reaches a stage at which it should be dealt with formally.
- c) If a complaint is to be dealt with formally, the Complaints Resolution Procedure Framework given later in this document should be used.
- d) The line manager of the person dealing with the complaint must avoid getting drawn into the detail of the initial handling of the complaint in case she/he is required to hear an appeal at a later stage.
- e) The line manager of the person dealing with the complaint should be kept briefed from the outset of dealing formally with a complaint.

- f) Communication is the key to successful complaints resolution. There should be adequate arrangements for effective communication between all parties, taking into account the various means of communication, for example meetings, post, email, telephone etc. All important communications should be put in writing, which may include email.
- g) There should not be any unreasonable or unexplained delay in dealing with a complaint.
- h) There may be times when urgent action is required. This may be for the safety or well being of those involved. In such cases, action should be taken by, or on the written authority of, the responsible Commissioner, with their advice and support.
- i) Line managers should be aware of the potential for public interest in a complaint about Scouting and use the local procedure for such matters (which might include activating your local communications plan if appropriate).
- j) Line managers dealing with complaints may wish to nominate someone to investigate complaints on their behalf and report back to them with the facts for the line manager to consider.
- k) The complaints procedure should, as far as possible, be applied consistently in every case.

Responses to a complaint

- a) The response to a complaint will be based on the findings of an investigation. An investigation is primarily an information gathering exercise and should therefore:
 - gather all the facts; and
 - seek the views of those involved.
- b) The response and decision to the complaint must be:
 - based on the findings of the investigation;
 - clear about the findings ('this happened') and action points or recommendations ('this is what we will do'); and
 - in accordance with, and informed by the Association's policies.
- c) All written responses should be given careful consideration before being sent.
- d) The response should answer, as far as reasonably possible, all the key issues raised by the complainant.
- e) It is often helpful to distinguish clearly between a wrong action or decision, and something that was badly handled but not wrong as such.

- f) In the spirit of continuous improvement, action plans to deal with training or other issues that may arise as a result of the resolution of a complaint should be drawn up, agreed and implemented within a specified timescale.
- g) Confidentiality as well as the customary courtesy and consideration must be maintained.
- h) It should be acknowledged that there will be occasions when a complaint is unfounded and as such should be refuted. The response rejecting such complaints should state the reasons for the rejection.

Remember it is good to say 'sorry' and saying it can often diffuse a difficult situation. An apology is not necessarily an acceptance that anyone has done anything wrong, but may simply acknowledge that things could have been better handled. It is often a good starting point for a response to an initial complaint.

Appeals

- a) It is the policy of The Scout Association that a complainant who remains dissatisfied after a complaint has been investigated may have an appeal undertaken by the next level in Scouting's structure.
- b) The Association's policy is to allow one appeal only. Thereafter the matter will be considered closed. If asked for a further appeal, Commissioners should always politely make the policy clear and state that the matter is considered closed.
- c) Any appeal must be received within 28 days of the complainant being notified of the outcome of the original investigation.
- d) Any appeal should clearly state the basis on which it is being made.
- e) For the purposes of clarity, an appeal should be treated in exactly the same way as an original complaint. The same procedure should be followed and the same courtesies (especially in terms of communication) extended to all parties.
- f) An appeal will consider the procedure undertaken to handle the original complaint and the outcome of the original complaint.

Checklist for action

- Act promptly.
- Exchange contact addresses (including email) and telephone numbers, with all those involved to ensure contact can easily be made as necessary.
- Decide whether to nominate someone to investigate the complaint on your behalf.
- Gather all the facts and find out what resolution the complainant would like.
- Ensure the timescales are kept to as far as possible and advise the complainant if there will be a delay.
- Ensure all correspondence is acknowledged promptly.
- Provide help and support to all those involved in dealing with the complaint.
- Ensure the response answers all the issues raised by the complainant as far as is reasonably possible.
- Ensure action plans are followed up.
- If there is a possibility of publicity, active your local communications plan (if appropriate).
- Keep hard copies of correspondence including emails, written notes of meetings and telephone conversations. Make sure they are dated. When writing notes and reports remember the contents may need to be made available to all those concerned.
- Keep records of any action both planned and taken.
- Retain all paperwork and records relating to the complaint for one year after completion of the procedure.

Supporting documents

- Guide for Complainants
- The Scout Association's Complaint Procedure – Flow Chart: Running the Procedure
- The Scout Association's Complaint Procedure – Flow Chart: The Appeal Procedure
- "When adults disagree – guidelines for dealing with disagreements in Scouting"

Serious Complaints to the Charity Regulatory Bodies

The *Charity Commission* is the regulatory body for charities in England and Wales and can be found on the web at

<http://www.charitycommission.gov.uk/>

The *Charity Commission for Northern Ireland* is the regulatory body for charities in Northern Ireland and can be found on the web at

<http://www.charitycommissionni.org.uk/>

The *Office of the Scottish Charity Regulator* (OSCR) is the regulatory body for charities in Scotland and can be found on the web at

<http://www.oscr.org.uk/>

The Scout complaint process should deal adequately with the vast majority of complaints, however everyone has the right to raise a serious issue, which may include whistleblowing, directly with the relevant regulatory body.

The *Charity Commission* details the issues that it considers to be serious in its document CC47 "Complaints about Charities".

The *Charity Commission for Northern Ireland* details its complaints process on the web (currently at

http://www.charitycommissionni.org.uk/Our_regulatory_activity/Reporting_issues/default.aspx)

The *Office of the Scottish Charity Regulator* details its complaints process in its publication "Inquiry & Intervention Policy" and details are on the web (currently at

<http://www.oscr.org.uk/managing-your-charity/how-to-complain-about-a-charity/>)

We explain to complainants the role of the regulatory bodies in complaints and how to contact them. This is detailed in the guide to complainants "*Resolving complaints: information for people considering making a complaint about Scouting*" published on the website.

Note: The regulatory bodies only intervene in matters where there is serious risk of significant harm to, or abuse of, charities, their beneficiaries or assets. They tend not to get involved at all in internal charity disputes or complaints that are following a charity's complaint process. Not all complaints will fall into this serious risk category and so the regulatory bodies will not always become involved in every problem or dispute.

Complaints Resolution Procedure Framework

The level at which the procedure is accessed will depend on the nature of the complaint, but the principle is that a complaint should always be dealt with as locally as possible. For example, a complaint received by, say, a County/Area/Regional (Scotland) Commissioner about a Scout Group should in the first instance be referred to the Group Scout Leader.

The following tables give details of the complaints procedure depending who or what level the complaint is regarding.

1. Complaint about a Scout Group

Event	Action	Notes
<p>Complaint received that directly relates to matters in the Scout Group.</p>	<p>The matter is dealt with by the Group Scout Leader or Acting Group Scout Leader who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the Group Scout Leader sends the Guide for Complainants sheet to the complainant.</p> <p>The Group Scout Leader or nominee investigates the complaint.</p> <p>The Group Scout Leader makes decision and informs complainant of decision and actions as appropriate.</p> <p>District Commissioner or Branch Chief Commissioner (for overseas branches) should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>Group Scout Leader passes all records and paperwork to the District Commissioner.</p> <p>District Commissioner or Branch Chief Commissioner will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>District Commissioner or Branch Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>Area/County/Regional (Scotland) Commissioner or International Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

2. Complaint about a Scout District or a Group Scout Leader

Event	Action	Notes
<p>Complaint received that directly relates to matters in the Scout District, Overseas Branch or about a Group Scout Leader.</p>	<p>The matter is dealt with by the District Commissioner or Branch Chief Commissioner (for overseas branches) who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the District Commissioner or Branch Chief Commissioner sends Guide for Complainants sheet to the complainant.</p> <p>District Commissioner or Branch Chief Commissioner or nominee investigates the complaint.</p> <p>The District Commissioner or Branch Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>Area/County/Regional (Scotland)/International Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Any complaints received at District or Branch level relating to a Scout Group that have not already been addressed within the Group must be referred back to the Group Scout Leader.</p> <p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>District Commissioner or Branch Commissioner passes all records and paperwork to Area/County/Regional (Scotland)/International Commissioner.</p> <p>Area/County/Regional (Scotland)/ International Commissioner will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>Area/County/Regional (Scotland)/International Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>Regional Commissioner (England) / Chief Commissioner (Wales/Scotland/Northern Ireland) / International Commissioner (BSO) should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

3. Complaint about a Scout Area/County/Region (Scotland), or a District Commissioner

Event	Action	Notes
<p>Complaint received that directly relates to matters in the Scout County, Scout Area, Scout Region (Scotland) or about a District Commissioner.</p>	<p>The matter is dealt with by the Area/County/Regional (Scotland) Commissioner who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the Area/County/Regional (Scotland) Commissioner sends the Guide for Complainants to the complainant</p> <p>Area/County/Regional (Scotland) Commissioner or nominee investigates the complaint.</p> <p>Area/County/Regional (Scotland) Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>Regional Commissioner (England/Wales) / Chief Commissioner (Scotland/Northern Ireland) should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Any complaint received at Area/County/Regional (Scotland) level relating to a Group or District that has not already been addressed within the Group or District must be referred to the Group or District as the case may be.</p> <p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>Area/County/Regional (Scotland) Commissioner passes all paperwork to the Regional Commissioner (England/Wales) / Chief Commissioner (Scotland/Northern Ireland).</p> <p>Regional Commissioner (England/Wales) / Chief Commissioner (Scotland/Northern Ireland) will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>Regional Commissioner (England/Wales) / Chief Commissioner (Scotland/Northern Ireland) makes decision and informs complainant of decision and actions as appropriate.</p> <p>Chief Commissioner (England/Wales) / UK Chief Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

4 (a). Complaint about an Area Commissioner (Wales)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of an Area Commissioner.</p>	<p>The matter is dealt with by the Regional Commissioner who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the Regional Commissioner sends the Guide for Complainants sheet to the complainant.</p> <p>Regional Commissioner or nominee investigates the complaint.</p> <p>Regional Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>Chief Commissioner (Wales) should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>Regional Commissioner passes all paperwork to the Chief Commissioner (Wales).</p> <p>Chief Commissioner (Wales) will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>Chief Commissioner (Wales) makes decision and informs complainant of decision and actions as appropriate.</p> <p>UK Chief Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

4 (b). Complaint about a County Commissioner (England)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of a County Commissioner.</p>	<p>The matter is dealt with by the Regional Commissioner who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the Regional Commissioner sends the Guide for Complainants sheet to the complainant.</p> <p>Regional Commissioner or nominee investigates the complaint.</p> <p>Regional Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>Chief Commissioner (England) should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>Regional Commissioner passes all paperwork to the Chief Commissioner (England).</p> <p>Chief Commissioner (England) will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>Chief Commissioner (England) makes decision and informs complainant of decision and actions as appropriate.</p> <p>UK Chief Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

4 (c). Complaint about a County Commissioner (Northern Ireland)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of a County Commissioner.</p>	<p>The matter is dealt with by the Chief Commissioner who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the Chief Commissioner sends the Guide for Complainants sheet to the complainant.</p> <p>Chief Commissioner or nominee investigates the complaint.</p> <p>Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>UK Chief Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>Chief Commissioner passes all paperwork to the UK Chief Commissioner.</p> <p>UK Chief Commissioner will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>UK Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

4 (d). Complaint about a Regional Commissioner (Scotland)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of a Regional Commissioner (Scotland).</p>	<p>The matter is dealt with by the Chief Commissioner who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the Chief Commissioner sends the Guide for Complainants sheet to the complainant.</p> <p>Chief Commissioner or nominee investigates the complaint.</p> <p>Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>UK Chief Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>Chief Commissioner passes all paperwork to the UK Chief Commissioner.</p> <p>UK Chief Commissioner will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>UK Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

4 (e). Complaint about an Area Commissioner (British Scouting Overseas) or Chief Commissioner (Branches)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of a Branch Chief Commissioner or an Area Commissioner.</p>	<p>The matter is dealt with by the International Commissioner who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the International Commissioner sends Guide for Complainants sheet to the complainant.</p> <p>International Commissioner or nominee investigates the complaint.</p> <p>International Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>UK Chief Commissioner should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>International Commissioner passes all paperwork to the UK Chief Commissioner.</p> <p>UK Chief Commissioner will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>UK Chief Commissioner makes decision and informs complainant of decision and actions as appropriate.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

5a. Complaints received in relation to Regional Commissioners (England/Wales), Deputy Chief Commissioners, Chief Commissioners, International Commissioner, Deputy UK Chief Commissioner and national or country volunteers (wherever based)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of a Headquarters or national/country volunteer</p>	<p>The matter must be referred to the appropriate member of the UK Chief Commissioner’s team.</p> <p>The matter is dealt with by the appropriate volunteer line manager who will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the appropriate line manager sends the Guide for Complainants sheet to the complainant.</p> <p>The appropriate line manager or nominee investigates the complaint.</p> <p>The appropriate line manager makes decision and informs complainant of decision and actions as appropriate.</p> <p>The next level up should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>
<p>Complainant dissatisfied with the outcome of the first consideration of the complaint.</p>	<p>Complainant must appeal within 28 days of receiving a first level response.</p> <p>The line manager passes all paperwork to their line manager.</p> <p>The line manager’s line manager will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The line manager’s line manager makes decision and informs complainant of decision and actions as appropriate.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Complainant informed of outcome.</p> <p>No further appeal is available.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

5b. Complaints received directly by Chair of The Board of Trustees of The Scout Association (in relation to members of The Board of Trustees, in relation to their Trustee role only.)

Event	Action	Notes
<p>Complaint received that directly relates to the actions of a Member of The Board of Trustees</p>	<p>The matter must be referred to the Charity and Company Secretary to pass to the Chair of The Board of Trustees</p> <p>The Chair will either try and resolve the issue or appoint someone to look into the matter and report.</p> <p>The complaint must be raised within three months and if the complaint becomes formal, the appropriate person sends the Guide for Complainants sheet to the complainant.</p> <p>The Chair or appointed person investigates the complaint.</p> <p>The Chair makes decision and informs complainant of decision and actions as appropriate.</p> <p>The Charity and Company Secretary should be kept informed.</p> <p>All paperwork including outcomes and actions to be kept for one year.</p>	<p>Whenever possible resolve at local level and as informally as possible.</p> <p>Complainant should be kept informed of progress.</p> <p>Ensure all actions are in accordance with the complaint procedure.</p> <p>Seek help and support as required.</p> <p>Learning points should be noted and actioned within a stated timescale.</p>

6. Complaints received directly by Headquarters (in relation to staff members of The Scout Association)

Complaints in relation to staff should be sent to appropriate Director or the Chief Executive at Headquarters, Gilwell Park, London, E4 7QW

A complaint will be acknowledged within 7 working days of receipt and a point of contact will be given.

The complainant will be kept informed throughout the procedure.

Line manager and/or Director reviews and investigates the complaint to determine three options:

- Option 1 – no further action.
- Option 2 – lessons learnt and feedback to be given to the relevant staff member.
- Option 3 – formal investigation which could lead to disciplinary action (in accordance with The Scout Association’s Disciplinary policy) being taken against the employee.

The line manager and/or Director should consult the HR Department if option 3 is taken.

NB: For complaints relating to employees please forward complaints as follows:

The Scout Association	The appropriate Director or the Chief Executive, The Scout Association Gilwell Park, Chingford London E4 7QW
ScoutsCymru	The Chairman, ScoutsCymru Office, The Old School, Wine Street, Llantwit Major CF61 1RZ
Scottish Scout Council	The Chief Executive, Fordell Firs, Hillend, Dunfermline, Fife KY11 7HQ
Northern Ireland Scout Council	The Executive Commissioner, 109 Old Milltown Road Belfast BT8 7SP Northern Ireland