

Complaints Policy

1st Southgate Scout Group

Charity Registration Number: 305881

Date of Complaints Policy Statement: September 2014 (Latest review April 2024)

1. Introduction

- 1.1 1st Southgate Scout Group (the Group) is a separate educational charity and is registered with the Charity Commission. It was established in 1957. The Group is a part of the Scout Association in the UK and as such is required to comply with the Policy Organisation and Rules of the Scout Association (POR). The Group is also required to comply with the current Charities Acts.
- 1.2 The main aim of Scouting is to actively engage and support young people in their personal development, empowering them to make a positive contribution to society.
- 1.3 The Group hopes that everyone who comes into contact with Scouting will have a positive experience. However, it is inevitable that on occasion, concerns may arise that require investigation.
- 1.4 As the majority of Scouting activity takes place locally, it is expected that most of these concerns will be dealt with quickly and courteously in an informal way by volunteers within the Group. However, it is possible that a complaint may arise that requires a more formal investigation and response.
- 1.5 It is the policy of the Group and the wider Scout Association to have a fair and open process for dealing with concerns and complaints raised by members and non-members that directly affect them or their children in Scouting.
- 1.6 This policy should be read in conjunction with The Scout Association's statement on resolving complaints: [Complaints Policy - The Scout Association](#)

2. Process

- 2.1 If the complaint cannot be resolved at the time by the volunteer in charge of the relevant section or event then it should be directed to the Group Lead Volunteer (gsl@1stsouthgate.cdscouts.org.uk). If matters can still not be resolved then the complainant will be given the contact details of the District Lead Volunteer. The Group Lead Volunteer should also make contact with the District Lead Volunteer to advise of the complaint.
- 2.2 At each stage the complaint will be acknowledged within seven (7) days. Regular updates will be provided thereafter (typically at least every four weeks). The volunteer investigating will make a decision about the complaint and will inform the complainant whether their complaint is upheld or not and the actions that will be taken as a result.

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- 2.3 Complaints are accepted about how people have been treated by Scouting or, if they are a parent or carer of a young person, how that young person has been treated by Scouting.
- 2.4 There are a few basic rules for the acceptance of complaints:
- Complaints must be raised within three months of the facts being known (we will not normally deal with complaints that are older).
 - Anonymous complaints are not generally investigated.
 - Complaints that are raised on behalf of or regarding other people are not usually investigated (except by parents/Carers of children in Scouting).
 - Complaints that are broadly or substantively the same as a previous complaint are not accepted.
 - Complaints that appear to be vexatious or malicious are not progressed.
- 2.5 A young person's membership will be suspended if a parent uses social media to express their views if they have any issues with volunteers, the group etc.

3. Approval and Review

This Complaints Policy Statement was prepared by the Trustees to provide a framework for the management of complaints. It will be reviewed on an annual basis to ensure continuing appropriateness.

Approved by the Trustee Board: Signed Chris Hobbs (Group Lead Volunteer)

Dated: 25th April 2024