

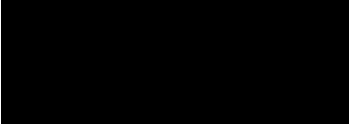
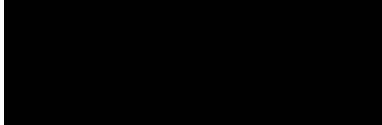
COMPLAINTS POLICY

VERSION 1.0

Guides and Scouts of Europe - United Kingdom ('the Charity')

A registered charity in England and Wales, number 1198968

Approved by:

Position:	General Commissioner, GSE UK	President, GSE UK
Name:	Robert Colquhoun	Paul Hammond
Signature:		
Date:	17 June 2025	17 June 2025

1. Introduction and Summary

The Charity takes complaints very seriously, and 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. This could include concerns relating to bad behaviour from adult to adult; or from adult to child; or from child to child – such as bullying or harassment.

As the majority of Scouting activity takes place locally within the established communities of the various groups, it is expected that most of these concerns will be dealt with quickly and courteously in an informal way by the group leaders.

However, it is possible that a complaint may arise that requires a more formal investigation and response.

It is the policy of the Charity 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.

This policy will be reviewed every 2 years, or whenever there is a major change in the organisation or in the relevant legislation of guidance, by the Chair of Trustees.

How do I make a complaint?

If your complaint is about a matter within one of our groups, please contact the respective Group Scout Leader. The contact details are in the table below. Following receipt of your complaint, he will make direct contact to understand your complaint and will do his best to answer your concerns.

Group	1 st and 2 nd Bedford
Name	Robert Colquhoun
Contact details	robert.colquhoun@gseuk.org, [REDACTED]

Group	1 st and 2 nd Gateshead
Name	Paul Hammond
Contact details	paul.hammond@gseuk.org, [REDACTED]

Group	1 st and 2 nd Knightsbridge
Name	Mattia Barbarossa
Contact details	[REDACTED]

Group	1 st and 2 nd Southwark
Name	Stephen Davis
Contact details	1stsouthwark@gseuk.org, [REDACTED]

If you feel you do not want to discuss the matter with the Group Scout Leader, or if they cannot deal with your concerns, or if your query is more serious, then the U.K. General Commissioner will be able to assist you. His contact details are below:

Role	U.K. General Commissioner
Name	Robert Colquhoun
Contact details	robert.colquhoun@gseuk.org, [REDACTED]

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 will only be accepted within three months of the date that the complainant reasonably knew enough facts to report the issue.

If there's reasonable belief that a complaint is vexatious or malicious, then it won't be progressed.

Complaints broadly or substantively the same as a previous complaint raised under any of Scouts' policies will not be progressed.

2. Informal Resolution

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.

Informal resolution may be as simple as the complainant having a conversation with the Group Scout Leader manager before making a formal complaint to discuss how a concern raised can be resolved.

If a complainant feels it is appropriate, they may be willing to meet with the individual they are raising the concern against with the support of a local volunteer to see if an amicable solution can be found.

Local, informal resolution should always be attempted before engaging in the formal complaints procedure outlined below.

3. 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 will only be accepted within three months of the date that the complainant reasonably knew enough facts to report the issue.
- If there's reasonable belief that a complaint is vexatious or malicious, then it won't be progressed.
- Complaints broadly or substantively the same as a previous complaint raised under any of Scouts' policies will not be progressed.

4. Making a Formal Complaint

Formal complaints should be made in writing, physically or digitally.

The complaint should include:

- Complainant's full name.
- Complainant's contact details (e-mail and telephone number).
- How the complainant would like to be contacted in relation to the complaint.
- Complainant's relationship to the Scouts e.g. member or parent.
- A summary of the complaint and what they think went wrong, including dates and times or any reported incidents.
- Clear and concise statements of what they would like to be investigated.

- Details of any informal resolution that has been taken so far to try to resolve the issue.
- Details of what they would see as an acceptable outcome.
- Details of any formal concerns already raised in any part of Scouts under any of the policies.
- Date

5. Response to Complaints

We aim to handle complaints in a positive and proactive manner and expect resolutions and outcomes to contribute to a process of continuous improvement.

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 within seven days and regular updates (typically at least every 14 days).

The investigator may need to speak to you and a number of other people to fully understand your complaint and the circumstances surrounding it.

The U.K. General Commissioner or Group Scout Leader will make a decision about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.

Regular supervision and support is provided to Leaders and Helpers by the Group Scout Leader or (at a higher level) by the Trustees, particularly during and following a complaint. This includes face-to-face meetings outside of the regular Scout meetings.

6. If you are not Satisfied

If you or those who are directly affected by the outcome of a complaint are not satisfied with the outcome of the original complaint or the process undertaken, there is a right for appeal. Only one appeal is allowed per person directly affected by a complaint and if multiple appeals raise the same concerns they may be carried out as one appeal.

Any appeal must be received within 14 days of you, or those directly affected, being notified of the outcome of the original complaint.

Contact details of who to make an appeal to will be contained within the complaint response.