



## Complaints Policy

This policy works in conjunction with the Girlguiding UK and Scouts UK complaints policies. However this document addresses specific complaints in relation to Essex International Jamboree 2024.

A Complaints Record Book will be managed by the Information Team who will use it to hold secure and accurate accounts of all complaints. The book will be stored securely.

We will ensure that any complaints, however minor they may seem, are taken seriously and dealt with appropriately. All complaints should receive a response, either verbally or written depending on the severity.

Informal training will be provided to volunteers ensure all complaints are handled correctly.

The severity of complaints will be graded as follows:

- **Stage 1 complaints (80%)**
  - These are minor complaints that do not impact the safety of any participant or impact the reputation of Scouts or Girlguiding.
  - These can be dealt with the individual who receives the complaint or their line manager
- **Stage 2 complaints (18%)**
  - These complaints require further investigation however can be dealt with by the line manager.  
Repetitive (more than 3 instances) stage 1 complaints will move to being stage 3.
- **Stage 3 complaints (2%)**
  - These complaints could cause harm to an individual (and/or group), the Jamboree, Scouts or Girlguiding. These are major complaints that need to be escalated through the line manager to Director and/or Chief. Commissioners need to be made aware of these complaints and full records needs to be kept.



Depending on the stage will depend on the next course of action:

|                |   |
|----------------|---|
| <b>Stage 1</b> | <ul style="list-style-type: none"> <li>● If you can deal with it, speak to the complainant</li> <li>● Take notes of the complaint and enter into the record book</li> <li>● If there is a clear method for avoiding a similar complaint, speak to the appropriate team to arrange for a change to be implemented</li> <li>● Ensure that you communicate with the appropriate team members.</li> </ul> |
| <b>Stage 2</b> | <ul style="list-style-type: none"> <li>● Escalate to the line manager providing as much information as possible</li> <li>● Follow all steps outlined in Stage 1.</li> </ul>   |
| <b>Stage 3</b> | <ul style="list-style-type: none"> <li>● Escalate to the line manager to escalate to the appropriate director</li> <li>● Take full notes and involve the appropriate teams as required</li> <li>● Arrange a full discussion with the appropriate managers to ensure and agree the next course of action.</li> </ul>   |

**The Complaints record book will capture:**

- Source of complaints - email/social/verbal/walk ins during the event
- Detail of the complaint - time, date, location, names etc
- Series of ten questions (displayed in a flow chart) to grade the complaint, such as:
  - Does the complaint have the potential to cause harm to an individual?
  - Is there any risk of danger?
  - Will it negatively impact the reputation of the Jamboree, Scouts or Girlguiding?
  - Does it involve an individual?

**We will approach complaints:**

- Fairly, constructively and consistently.
- Effectively address complaints to support all staff and participants
- Listen to complaints
- Treat all complaints seriously
- Outcome of complaints will be shared information team to reduce recurrence
- Where necessary complaints and the resolution will be shared to Team Leaders for cascading to ensure it does not happen again
- Identify safeguarding elements and address those specifically in line with safeguarding policy
- Follow the policy and procedure regardless of type or source of complaint
- Ensure information is handled sensitively and in accordance with data protection legislation
- Where necessary, share with County Commissioners for onward escalation

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