



## Complaints Procedure

Most complaints or feedback can be resolved informally. This is the first way to address why someone is unhappy, and it's often the quickest and most efficient route to resolving a complaint.

If a complaint cannot be resolved informally, you should raise a formal complaint as outlined below.

### **Prior to the event**

If you have a complaint prior to the event, please email the Information Team via [info@eij.org.uk](mailto:info@eij.org.uk) and provide as much detail as possible and the outcome you are seeking.

### **What do I include in my complaint?**

You need to include the following information in your complaint to help us resolve it as quickly as possible:

- State that you would like to make a complaint
- Include any supporting documents and correspondence
- Be clear and concise
  - Give as much detail as you can at each stage of the process. Bullet points and notes are fine.
- If known, give the names and membership numbers (if volunteers or members) of those involved, as well as any dates and places
- Outline the outcome you are seeking by raising your complaint.

Although you are not expected to prove the truth of what you are saying, you will need to demonstrate that there are sufficient grounds for your complaint or feedback in order for this to be investigated.

### **At the event**

Participants and Group Leaders are encouraged to try to resolve their complaints via your Subcamp Leaders who have the ability to escalate or refer if they feel it appropriate.

Staff members are encouraged to try to resolve their complaints via their Team Leader or Director in the first instance.

The exception to this is a safeguarding concern. For safeguarding issues / complaints please contact the safeguarding team in the Welfare marquee or via the info desk within the hub.

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**If I am still unhappy?**

If you are not satisfied with the proposed resolution you can ask to be referred to the Jamboree Chiefs.

If a resolution is not reached, the Jamboree Chiefs will refer the complaint to the Girlguiding or Scouting County Commissioners to investigate further according to the Girlguiding or Scouting Complaints Policy

All onsite complaints received from external sources will be logged and responded to by the Information Team to enable common and recurring issues to be addressed.

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