

1st Bishopthorpe Scout Group



Complaints Policy

Approved by Trustee Board: 19/05/2025

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Version Control

Version	Author/ Editor	Changes	Release Date
1.0	Alex Bishop	Aligned to Dringhouses Policy v4.0	19/05/2025

Feedback in General

We welcome feedback, good or bad. That is what helps us to keep improving! Should you wish to provide any feedback, positive or negative, then you should contact the Group Lead Volunteer by email: gsl@1stbishopthorpescoutgroup.com. This document details the complaints procedure for the Group.

In this document 1st Bishopthorpe Scout Group Scout Group will be referred to as “The Group”.

Resolving complaints: Information for people considering making a complaint

The Group follows The Scouts UK [complaints policy](#), which ensures that complaints are taken seriously and dealt with appropriately. This document describes how to make a complaint and how your complaint will be dealt with. It is the policy of The Scout Association and of The Group to have a fair, constructive and consistent process for dealing with concerns and complaints raised by members and non-members that directly affect them or their children in Scouting.

As Scouts we're guided by the values of integrity, respect, care, belief and co-operation. When applying this policy, these values should be at the forefront of every interaction and decision that's made, and all involved should be regularly reminded of them. Focusing on the values of respect and care, the wellbeing and mental health of all involved when dealing with an expression of concern or dissatisfaction should be considered throughout.

How do I complain?

In the first instance, you should try an informal approach to resolve your complaint and to see what action will be taken. We hope that many complaints can be dealt with quickly and informally.

If the informal approach proves to be unsatisfactory, then you may wish to register a formal complaint. Formal complaints should be made in writing to one of the people detailed below. It is helpful when registering a formal complaint if you can provide us with concise details about the problem and your preferred outcome to rectify the issue.

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 must be raised within three months of the date that you reasonably knew enough facts to report the issue (we do not deal with complaints that are older).
- We do not accept complaints that are raised on behalf of or regarding other people.
- We do not accept complaints that are broadly or substantively the same as a previous complaint raised under any of Scouts' policies.
- If there's reasonable belief that a complaint is vexatious or malicious, then it won't be progressed.
- We do not generally investigate anonymous complaints.

The Complaints Policy should not be used where individuals disagree with a national policy set by Scouts. Any concerns about national policy should instead be raised through [The Scouts Information Centre](#).

Who deals with complaints about volunteers?

For the purpose of this policy a volunteer is any adult helping at a Group activity event or meeting. If your complaint is about a volunteer, it will be dealt with by the local volunteer manager in Scouting or by someone asked by them to investigate the complaint. If your complaint is about the local volunteer manager then it will be dealt with by the next senior volunteer manager or by someone asked by them to investigate the complaint.

If your complaint is about your Squirrel Drey, Beaver Scout Colony, Cub Scout Pack, Scout Troop or some other aspect of your local Scout Group then it will be dealt with by the Group Lead Volunteer. (gsl@1stbishophthorpescoutgroup.com)

If your complaint is about a young leader then it will be dealt with by the Group Lead Volunteer in the first instance, but may also be escalated to the District Lead Volunteer (dc@eborscouts.org.uk).

If your complaint is about some other aspect of Scouting in the District or about the Group Lead Volunteer then it will be dealt with by the District Lead Volunteer. (dc@eborscouts.org.uk)

In all cases, if you are not sure then ask the Group Lead Volunteer or the District Lead Volunteer or contact the Scout Information Centre (0845 300 1818) who will help you to find the right person.

Safeguarding complaints

The welfare of children and young people is our priority and everyone has a duty to report safeguarding concerns. You have the right to report any concerns in confidence and free from harassment. To report safeguarding issues please see this page: [Reporting a concern to safeguarding | Scouts](#)

In the case of safeguarding complaint please contact the Scout HQ Safeguarding Team safeguarding@scouts.org.uk or use the [Safeguarding Reporting Form](#) or by phoning 020 8433 7164 (9am – 5pm weekdays) or phoning 0345 300 1818 (out-of-hours).

If a child or young person is at immediate risk of harm call 999 or 112 and ask for the police. Tell the UK HQ Safeguarding Team you have done this.

You can also call the NSPCC on 0808 800 5000 or email them at help@nspcc.org.uk.

How will my complaint be dealt with?

Your complaint will be dealt with fairly and objectively. We 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 four weeks).

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

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The manager will make a decision about the complaint and will inform you whether your complaint is upheld, partially upheld or not and the actions that will be taken as a result.

What if I am not satisfied with the outcome of my complaint?

If you are not satisfied with the outcome of your complaint or the way in which it was handled, then you may appeal. You must appeal within 14 days of being given the outcome of your complaint.

Your appeal must be formally lodged with the next level of volunteer manager in Scouting (whose name and contact details will have been highlighted in the communication of the decision). In your appeal, you must clearly explain the basis on which you are making the appeal and your preferred outcome to resolve the issue.

Your appeal will consider the process undertaken to handle the original complaint and the outcome of the original complaint. You will be kept informed of the progress of your appeal with an acknowledgement of your appeal within seven days and regular updates (typically at least every four weeks).

Your appeal will be investigated by the next senior volunteer manager or by someone asked to do this on the next senior manager's behalf. The investigator may need to speak to you and a number of other people to fully understand your appeal and the circumstances surrounding the investigation of your complaint.

The next senior manager will make a decision about the appeal and will inform you whether your appeal is upheld or not and the actions that will be taken as a result.

If you are not satisfied with the outcome of the appeal, there is no further escalation of the complaint and we will not consider further any action regarding the complaint or the appeal.

Whistleblowing and the Charity Regulatory Bodies

As a charity, Scouting is regulated by the relevant regulatory body in each country of the United Kingdom. In very serious matters, which may include whistleblowing, the regulatory body may consider acting on a complaint made to it directly. The regulatory body will not generally become involved with a dispute between members of the charity or where a concern is about policies followed or actions taken by the trustees within the law and the provisions of the charity's governing document (in Scouting this is "Policy, Organisation and Rules" found at www.scouts.org.uk/por).

The Scout complaint process should deal properly with your complaint, however you have the right to raise a serious issue directly with the Charity Commission at <http://www.charitycommission.gov.uk/> for England and Wales.

Information on whistle blowing is contained in The Scouts [Whistleblowing policy](#).

We welcome feedback, good or bad. That is what helps us to keep improving! Should you wish to make a complaint then you should raise your concerns in the first instance with the Group Lead Volunteer by email: gsl@1stbishophthorpescoutgroup.com.

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