



The Baden-Powell Scouts' Association Complaints Policy

The B-PSA endeavours to provide the best Scouting experience possible to its youth members, their parents, our volunteers and third parties.

We welcome any feedback that we receive, and we accept that not all of this will be positive. Where concerns are raised the Association intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

The majority of concerns can be dealt with without resorting to the formal complaints procedure.

In the first instance any issue should be discussed with Group Leaders or the Group Scout Master before escalating to Area or National contacts.

All concerns will be dealt with confidentially, and we request that complainants observe confidentiality as well. In order for complaints to be resolved as quickly and fairly as possible, we request the complainants do not discuss complaints publicly or via social media.

Any formal complaint should be addressed to the Association Secretary (see www.traditionalscouting.co.uk for contact details). The Secretary will then pass the complaint to the relevant person for an investigation to take place.

Stages of a complaint are:

1. Complainant contacts Association Secretary with an overview of the complaint, parties involved, informal action already taken, action required. This may be required in writing.
2. The Association Secretary will acknowledge receipt of the complaint and describe proposed next steps – for example who will be investigating the complaint.
3. Investigation will take place within an agreed time frame
4. The investigator or the Association Secretary will respond with findings to the complainant
5. If the complainant remains unsatisfied, they can appeal. On appeal HQ will form an independent panel of 3 members of the National Committee to investigate the complaint. The findings of this panel will be final.

Where a complainant raises an issue that has already been dealt with via the Association's complaints procedure, and that procedure has been exhausted, the B-PSA will not reinvestigate the complaint except in exceptional circumstances, for example where new evidence has come to light.

If a complainant persists in raising the same issue, the Association Secretary will write to them explaining that the matter has been dealt with fully in line with the complaints procedure, and therefore the case is now closed.

Unreasonable complaints include the following scenarios:

- The complainant refuses to co-operate with the relevant procedures.
- The complainant changes the basis of the complaint as the complaint progresses.
- The complainant seeks an unrealistic outcome
- Excessive demands are made on the time of B-PSA volunteers and it is clearly intended to aggravate.
- The complainant acts in a way that is abusive or offensive.