



Ashmore Scout Group

1 Community Drive, Ashmore QLD 4214
www.ashmore.scoutsqld.com.au
PO Box 359, Ashmore City Qld 4214
Phone: (07) 5564 9666



COMPLAINTS POLICY

The Ashmore Scout Group endeavours to ensure that Scouting is a positive experience for its youth members, their parents and/or guardians, and our volunteer Leaders and Supporters. However, it is inevitable that on occasion; concerns may arise that require clarification or investigation.

It is expected that most concerns will be dealt with quickly and courteously, in an informal way, by our Group Leader.

Complaints may arise that require a more formal investigation and response. Scouts Queensland has a fair and open process for dealing with complaints raised by members and non-members that directly affect them or their children in Scouting.

How do I make a complaint?

All complaints are to be written, either via email or letter.

Scouts Queensland operates on a 'chain of command' system, ultimately ending with the Chief Commissioner.

Complaints should be made to the relevant Section Leader or Group Leader first.

If your complaint is about the Joey Scout Mob, Cub Scout Pack, Scout Troop, Venturer Scout Unit, or some other aspect of the Group then it will be dealt with by the Group Leader.

If the Group Leader cannot resolve your concerns, then the Region Commissioner will assist you.

What kind of complaints does the Group deal with?

The Group accepts complaints about how you have been treated in Scouting or, if you are a parent and/or guardian of a youth member, how that youth member has been treated in Scouting.

The Group has the following rules for the acceptance of complaints:

- Complaints must be raised within three months of you knowing the facts.
- The Group does not investigate anonymous complaints.
- The Group does not accept complaints that are raised on behalf of or regarding other people (except by parents and/or guardians of youth members in Scouting).
- The Group does not accept complaints that are broadly or substantively the same as a previous complaint.
- The Group will not progress complaints believed to be vexatious or malicious.

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How will my complaint be dealt with?

Your complaint will be dealt with fairly and objectively. The Group will always handle any complaint in a positive and pro-active manner and aim to resolve any issues as quickly as it can. However, please bear in mind that adults in Scouting are volunteers and therefore it may sometimes take a little longer to address your complaint.

You will be kept informed of the progress of the complaint with an acknowledgement of a formal complaint within seven days from when the Group Leader receives the complaint. Regular updates will be provided thereafter.

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

The Group 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.

What if I'm not happy with the outcome of my complaint?

If you consider that you have not had a satisfactory answer, you may appeal.

You must appeal, in writing, within three months of being given the outcome of your complaint. Your appeal will be dealt with by the next Leader in the chain of command.

You must clearly explain the basis on which you are making the appeal and your preferred outcome to resolve the issue.

The response to a complaint may be appealed once. After this appeal has been dealt with, the matter will be closed. No further appeal will be possible.

Further information

For further advice on how to make a complaint, please contact our Group Leader via email or letter.

Group Leader Stuart McConaghy ashmoregl@gmail.com

Scouts Queensland Phone: (07) 3870 7000 qldhq@qldhq.scouts.com.au

This Policy is to be read in conjunction with the following documents from Queensland Branch Scouting Instructions (QBSI) - available from our Group Leader upon request:

Section 3.10 Grievances and Disputes

Section 7.5 Personal Safety Guidelines and Procedures

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