



## Complaint Policy & Procedures

This policy works in conjunction with the Scout Association and Girlguiding UK complaints policies. However, it addresses specific complaints in relation to Norjam Jamboree 2025.

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### **The Complaints Policy**

A Complaints Record will be managed by the Chair of Norjam, who will use it to hold secure and accurate accounts of all complaints. All records will be stored securely.

All complaints will be taken seriously and dealt with appropriately. All complaints will receive a response, either verbally or written depending on the severity, this may be by delegation to the Director of the department involved in the complaint.

Informal training will be provided to volunteers to ensure all complaints are handled correctly. The severity of complaints will be graded as follows:

- Level 1 Complaints – these are minor complaints that do not impact the safety of any participant or impact the reputation of The Scout Association or Girlguiding UK. These will be dealt with by the individual who receives the complaint or their line manager.
- Level 2 Complaints – these are complaints that require further investigation, however, can be dealt with by the line manager.  
NB: Repetitive (more than 3 instances) Stage 1 or 2 complaints will move directly to Level 3.
- Level 3 Complaints – these are complaints that could cause harm to an individual (and / or group), the Jamboree, Scout Association or Girlguiding UK. These are major complaints that need to be escalated through the line manager to the Chair of Norjam. The County Commissioners for Scouting and Guiding need to be made aware of these complaints and full records kept.

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

#### Level 1

- Speak with the complainant.
- Take notes of the complaint and enter into the Norjam Complaints Record.
- If there is a clear method for avoiding a similar complaint, speak to the appropriate team to arrange for a change to be implemented.
- Ensure communication with the appropriate team members.

#### Level 2

- Escalate to the line manager providing as much information as possible.
- Follow all steps that are outlined in Level 1.

#### Level 3

- Escalate to the line manager to escalate to the appropriate director.
- Take notes and involve the appropriate teams.
- Arrange a full discussion with the appropriate managers to ensure and agree the next course of action.



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