



## COMPLAINTS & APPEALS POLICY

**Applies to:** All participants, leaders, International Service Team (IST) members, contractors, visitors and external partners.

### 1. Purpose of This Policy

Chamboree is committed to ensuring that all concerns, complaints and appeals are handled fairly, consistently, transparently and constructively, in line with the values and expectations of The Scouts and Girlguiding.

All complaints will be handled in a manner that reflects the core values of Scouting: integrity, respect, care, belief and cooperation.

This policy explains:

- How complaints can be raised before, during and after the event
- How complaints are assessed and resolved
- How decisions may be reviewed or appealed
- How escalation works during and after the event
- How learning is captured to improve future events.

This policy is aligned with The Scouts UK Complaints Policy, which encourages early informal resolution, clear escalation routes, and proportionate handling.

### 2. Scope

This policy covers complaints relating (but not limited) to:

- Behaviour or conduct (non-safeguarding)
- Customer service and communication
- Event operations and logistics
- Facilities and infrastructure
- Programme delivery
- Catering, retail and third-party services
- Accessibility and inclusion
- Decisions made by staff or volunteers
- General dissatisfaction with the event experience.

### Out of Scope – Safeguarding

This policy does **not** cover safeguarding concerns.

If a concern involves:

- Abuse or neglect
- Risk of harm
- Allegations against adults or young people

...it must be handled immediately under the Safeguarding Policy, following:

- The Scouts' Yellow Card, or
- Girlguiding's A Safe Space procedures

Safeguarding matters must **never** be managed under this policy.

### 3. Guiding Principles

All complaints and appeals will be handled in accordance with these principles:

- **Informal resolution wherever possible**
- Fairness, neutrality and impartiality
- Proportionate responses
- Respect and dignity for all parties
- Confidentiality on a need-to-know basis
- Clear communication and transparency
- No disadvantage for raising a concern
- Decisions taken at the appropriate level of authority.

#### 4.1 Informal Resolution (Strongly Encouraged)

Most concerns should be resolved **informally and locally** wherever possible.

Examples:

- A quiet conversation
- Clarification of misunderstanding
- Immediate corrective action.

Many issues can be resolved quickly at this stage and will not need to become formal complaints.

#### 4.2 Before and after the Event

Complaints or concerns before the event should be emailed to:

[info@chamboree.org.uk](mailto:info@chamboree.org.uk)

Please include:

1. A clear statement that this is a complaint
2. Description of the issue
3. Dates, times and locations
4. Names of involved persons (if known)
5. Any supporting evidence
6. The outcome being sought.

#### 4.2 During the Event

##### Participants & Group Leaders

- Raise the concern with the Group Leader first
- Escalate to Subcamp Team if unresolved
- Subcamp Teams may escalate to the Duty Manager or Central Services Team.

##### IST Members:

- Raise concerns with your Team Leader
- Escalate to Department Lead
- Escalate to the Duty ELT Member if unresolved.

##### External Complaints

- Logged and managed by the Central Services Team

All formal complaints are logged centrally.

### 5. Complaints Handling Levels

#### Level 1 — Local Resolution

Examples:

- Minor behaviour issues
- Noise or campsite concerns
- Queueing or service issues
- Small errors or misunderstandings

**Handled by:** Group Leader, Subcamp Team, Team Leader or Line Manager

**Aim:** Resolve quickly, informally and proportionately.

#### Level 2 — Department Review

Examples:

- Repeated Level 1 concerns
- Service failure
- Behaviour requiring investigation
- Team or group conflict

**Handled by:** Handled by relevant Department Lead (or Deputy where appointed), with Duty ELT Member support.

**Outcome:** Written decision or agreed resolution.

### **Level 3 — Event Leadership Review**

Examples:

- Serious misconduct (non-safeguarding)
- Significant safety or reputational concerns
- Complaints unresolved at Level 2

**Handled by:** Handled collectively by the Event Leadership Team (ELT), with final authority resting with the Camp Chief.

**Outcome:** Formal decision, which is **final for the event**.

## **6. Appeals Process**

An appeal may be submitted if the complainant believes:

- The process was not followed correctly
- Relevant information was not considered
- The decision was unreasonable or disproportionate
- New, significant information has become available.

Appeals must be submitted in writing to the Central Services Team. Final event authority rests with the Camp Chief. Decisions made in the interest of immediate safety, safeguarding or incident response may not be subject to appeal during the event.

### **6.1 Level 1 Appeal – Review by Original Decision Maker**

- Reconsideration of evidence and process
- Clarification of decision rationale

### **6.2 Level 2 Appeal – Independent Event Review**

- Conducted by a senior manager not previously involved
- May uphold, modify or overturn the decision

### **6.3 Level 3 Appeal – Event Leadership Team**

- Formal review
- Decision is final for the event

Authority for appeal decisions is defined in the Event Governance & Roles Policy.

### **6.4 Post-Event Escalation (Scouts UK / Girlguiding UK)**

If a complainant believes that:

- The correct procedure was not followed, or
- The process was unfair.

They may raise the matter through:

The Scouts Complaints Process (via County or HQ), or Girlguiding Complaints & Compliance Process.

This stage normally reviews process, not re-investigation of facts.

## **7. Timeframes**

Indicative timeframes:

- Acknowledgement: within 4 hours (during event)
- Level 1 resolution: within 12 hours
- Level 2 review: within 24–36 hours
- Level 3 review: within 48 hours
- Post-event complaints: within 21–28 days

If timescales cannot be met, the complainant will be informed.

## **8. Complaints Records and Confidentiality**

The Information Team will maintain secure records including:

- Source of complaint

- Date, time and location
- Individuals involved
- Level and handling route
- Actions taken
- Outcome
- Learning points.

Records are stored securely in line with the Data Protection & Information Handling Policy.

### **10. Whistleblowing**

Concerns involving:

- Serious misconduct
- Abuse of position
- Criminal behaviour
- Gross breach of trust

May be raised directly with:

The Event Leadership Team, or  
The Scouts Whistleblowing channels, or  
Girlguiding whistleblowing routes.

Whistleblowers will not be penalised for raising concerns in good faith.

### **11. Vexatious or Abusive Complaints**

Chamboree may limit engagement where complaints are:

- Repetitive with no new information
- Abusive, threatening or harassing
- Clearly unfounded or malicious

Such decisions must be authorised by a Department Lead, or the ELT and recorded.

### **12. Learning & Continuous Improvement**

Complaints and appeals will be reviewed post-event to:

- Identify trends
- Improve policy and practice
- Inform training and planning
- Improve future participant experience.

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