



**IGG Complaints Policy & Procedures information
For Parents/Guardians & Member of the Public**

Complaints Policy and Procedures

Policy Statement

Irish Girl Guides is committed to dealing and resolving all complaints fairly, constructively, consistently and in good time.

We will make sure our process is as clear and supportive as possible for everyone and we are committed to resolving all complaints fairly, speedily and in a way which seeks a reasonable resolution.

We aim to make sure all complaints are taken seriously and that we learn from them where we can to make guiding even more enjoyable and accessible to everyone.

Irish Girl Guides will refuse a complaint which is 'unreasonable' – in that it is abusive, frivolous, vexatious, or malicious. Repetitive discussions about closed complaints will not be engaged with. Anonymous complaints will only be considered where there is sufficient information provided to enable IGG to investigate. Where there is not sufficient information provided, IGG may decide to take no further action but keep a record of the complaint in case it becomes clear that action is required at a later date.

Any complaint involving a minor should be investigated and handled in a confidential manner according to the Safeguarding Children and Vulnerable Person Policy.

Complaint Procedure for Parent / Guardian

A parent/guardian should make their complaint known to a Leader/Commissioner initially. On receipt of this complaint the following steps should be taken:

1. An informal meeting to discuss the complaint should be arranged with the parents/ guardians and the Leader of the Unit, in the presence of another Leader.*
2. If the matter is not resolved following this and the parent/guardian wishes to further this matter, they may complete the *Complaint Form* and return it to Irish Girl Guides National Office.
3. A formal complaints process is activated which includes the appointment of an IGG Reporting Officer to investigate the matter and a report is drawn up with recommendations made.
4. These recommendations are shared with those involved.
5. We won't investigate the same complaint twice. If there is new evidence or information to consider you can make an appeal using the Appeals and Review process.

*On occasion the Regional Development Officer or another appropriate IGG representative may be requested to assist with this meeting where the complaint involves the Unit Leader/Leaders, where there is no District/Area Commissioner available to assist or where further support is required.

Complaint procedure for a member of the public

1. Please speak to the IGG Leader at the event initially to highlight the concern.
2. Call IGG National Office to speak to the Safeguarding Officer, the CEO or a senior member of staff to voice your concern and highlight the issue. This issue will be taken seriously, and follow-up will be completed. A formal complaints process may be activated following this initial contact.