



Complaints procedure for Parents/Guardians

There may be occasions when parents have cause for concern e.g. about a Leader, a Guiding event, or another child in the Unit. Irish Girl Guides CLG takes complaints seriously and has set out the following procedure. When a parent/guardian makes a complaint known to the Leader/Commissioner, 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.* The Leader should outline the Irish Girl Guides CLG' complaints procedure, including the availability of a Complaint Form.
2. An informal meeting to discuss the complaint should also be arranged with Leader or the parents/guardians of child, against whom complaint has been made, and the Leader of the Unit, in the presence of another Leader.*
3. 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 the Safeguarding Officer, c/o National Office.
4. The appropriate Leader/Parents/Guardians will be advised that the matter has progressed to formal complaint procedures.
5. A Reporting Officer will be assigned and provided with a copy of Complaint Form.
6. The Reporting Officer will then initiate the investigation, following the steps as outlined in the *Guidance notes for Reporting Officers*. She will make direct contact with all parties concerned and will adhere at all times to Irish Girl Guides CLG's *Safeguarding and Child Protection* booklet.

*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.