



COMPLAINTS PROCEDURE FOR PARENTS

There may be occasions when parents have cause for concern e.g. about a Leader, a Guiding event or another child in the Unit. IGG 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:

- An informal meeting to discuss the complaint should be arranged with the parent/guardian and the Leader of the Unit, in the presence of another Leader/adult. The Leader should outline the Irish Girl Guides complaints procedure, including the availability of a *Complaint Form*.
- If 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.
- A copy of the form will be given to the appropriate Leader.
- The Safeguarding Officer will ensure that a Reporting Officer is allocated and give her a copy of the *Complaint Form*.
- The Reporting Officer will then make direct contact with the complainant, and will adhere at all times to IGG's *Safeguarding and Child Protection*.