

Group Complaints Policy

Should there be a complaint made against the 1st Selsdon and Addington Scout Group or a person officially associated with the Group, we will attempt to come to an appropriate resolution to the satisfaction of the complainant as quickly as possible.

In the first instance, a complaint should be made to the appropriate Team Leader. If the complainant is not satisfied with the proposed resolution, then the complaint should be passed to the Group Lead Volunteer. If the complainant is still not satisfied with the proposed resolution, then the complaint should be passed onto the Group Chairperson. If the complainant is still not satisfied with the proposed resolution, then the complaint should be passed to the Croydon Scout District.

Should the complaint be regarding a Team Leader or a non-section based complaint, then the process should start with the Group Lead Volunteer. Should the complainant be regarding the Group Lead Volunteer, then the process should start with the Group Chairperson. Finally, should the complaint be regarding the Group Chairperson, then the Group Lead Volunteer will initially respond to the complaint but if the complainant is not satisfied with the proposed resolution, it will then be passed onto the Croydon Scout District.

Agreed by the Group Trustee Board, 26th April 2026



Scouts

1st Selsdon & Addington
Scout Group