



ZWIĄZEK HARCERSTWA POLSKIEGO ZARZĄD OKRĘGU w WIELKIEJ BRYTANII POLISH SCOUTING ASSOCIATION (UK Region) Ltd.

Registered in England and Wales No.: 08352009,
Registered Charity England and Wales: 1155288, Scotland: SC045348
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Complaints and Grievances Procedure

Terms of reference:

PSA UK Region – Polish Scouting Association (UK Region)

1. What counts as a complaint and a grievance?

A complaint is a written or verbal expression of dissatisfaction or disquiet about an action, or lack of action by a person acting on behalf of the PSA UK Region, or about its policies and procedures.

When the complaint is made by someone who is deployed within the PSA UK Region, whether paid or a member or volunteer, it is usually referred to as **a grievance**.

A complaint or a grievance may include **an allegation** that a person has behaved in an unacceptable way.

Complaints and grievances against PSA UK Region members or volunteers are handled through the PSA UK Region National Council. Complaints or grievances against PSA UK Region members or volunteers should be addressed to the President, PSA UK Region National Council.

2. Problem-solving

The aim always, when responding to complaints and grievances, is to enable them to be resolved informally, speedily and fairly by discussion, problem solving, mediation and negotiation. Problems should therefore be brought direct to the person(s) deemed responsible for the area of dissatisfaction or disquiet, and will hopefully be resolved in this way.

If, however, a complaint or grievance relates to or includes an allegation that a child or adult who may be vulnerable has been harmed or is at risk of harm, or that an adult or another child may have caused harm to a child or adult who may be vulnerable, it must be responded to through the Safeguarding Officer responsible for handling allegations of abuse.

If the complaint or grievance does not concern a child or adult who may be vulnerable, and the person bringing it is not satisfied with the outcome at the problem-solving stage, s/he may then invoke this formal procedure.

3. Formal procedure for complaints and grievances

Stage 1

A complaint should be submitted in writing to the President, PSA UK Region National Council (who is not himself the subject of the complaint).

A grievance should be submitted in writing to the person to whom the person bringing the grievance is accountable; this will be the Regional Commissioner (Hufcowy/a) or PSA UK Region Scout/Guide Commissioner (Komendant/ka Chorągwi) or the person responsible for co-ordinating the work of a volunteer. If, however, the person who is accountable is the subject of the grievance, the grievance should be taken to the President, PSA UK Region National Council.

The person bringing the complaint has the opportunity to state his or her case; and to be represented, if they wish at any meeting, by a friend or other supporter.

The President, PSA UK Region National Council (if a complaint) or the Regional Commissioner (Hufcowy/a) or PSA UK Region Scout/Guide Commissioner (Komendant/ka Chorągwi) (if a grievance) will meet with the complainant to listen to and note the facts of the complaint or grievance. S/he will then give to the subject of the complaint or grievance the facts relating to it. The President, PSA UK Region National Council or the Regional Commissioner (Hufcowy/a) or PSA UK Region Scout/Guide Commissioner (Komendant/ka Chorągwi) will then interview the subject of the complaint or grievance, who may also be represented by a friend or other supporter if they wish, to listen to their response to the complaint or grievance brought against them. The President, PSA UK Region National Council or the Regional Commissioner (Hufcowy/a) or PSA UK Region Scout/Guide Commissioner (Komendant/ka Chorągwi) may have a second PSA UK Region member of the National Executive at the meeting with the subject of the complaint or grievance and may then interview any other relevant parties.

The President, PSA UK Region National Council or the Regional Commissioner (Hufcowy/a) or PSA UK Region Scout/Guide Commissioner (Komendant/ka Chorągwi) then draws conclusions and informs the complainant and the subject of the complaint or grievance of the outcome, ideally within a week of the complaint or grievance being made.

Stage 2

If the reply given at stage 1 does not satisfactorily resolve the complaint or grievance, the complaint or grievance should be put in writing to the PSA UK Region Chair of the Disciplinary Board, who will take the complaint to the PSA UK Region Disciplinary Board. The PSA UK Region Chair of the Disciplinary Board will form a panel of three of its members who have not been involved in the process before.

The panel will establish why the complainant continues to feel aggrieved, and receive all the documentation from the previous investigation at Stage 1. The panel will then meet with the complainant and his/her supporter, the subject of the complaint or grievance and his/her supporter, and the President, PSA UK Region National Council or the Regional Commissioner (Hufcowy/a) or PSA UK Region Scout/Guide Commissioner (Komendant/ka Chorągwi) who investigated the complaint at the first stage and his/her supporter. Witnesses may be called.

The panel members will then sit alone to form a judgement and make a decision about the complaint or grievance. They will inform the complainant and the subject of the complaint or grievance of the outcome, within a month of the complaint being made.

The decision of the panel representing the PSA UK Region Chair of the Disciplinary Board will be final.