

Complaints Policy

Last updated: 19:37 21/02/2026



Introduction

This policy outlines the process to be followed when handling a complaint relating to the actions of ScoutSwap volunteers, staff members, directors, or any other individuals acting on behalf of ScoutSwap C.I.C., in connection with the activities or services provided by the company.

The purpose of this policy is to ensure that complaints are addressed in a fair, transparent, timely and consistent manner. It also provides ScoutSwap with the opportunity to learn from feedback and improve its operations, governance and community impact.

Scope

This policy applies to complaints concerning:

- The conduct or actions of ScoutSwap volunteers, staff members, Directors or other individuals acting on behalf of ScoutSwap C.I.C.
- The delivery of ScoutSwap services or activities.
- Decisions made by ScoutSwap in relation to its operations.

This policy does not cover:

- Complaints regarding the actions of individual members of National Scouting Organisations acting within their own National Scouting Organisation structures. Such complaints must be directed to the relevant organisation.
- Internal disciplinary matters between volunteers or staff members, which are governed by separate volunteer or staff guidelines.

Guiding Principles

ScoutSwap C.I.C. is committed to handling complaints in accordance with the following principles:

- Fairness and impartiality.
- Transparency and accountability.
- Respect and confidentiality.
- Timely communication.
- Compliance with safeguarding and legal obligations.
- Learning and continuous improvement.

All complaints will be taken seriously and considered without prejudice.

Safeguarding Concerns

Safeguarding concerns are not handled solely under this Complaints Policy.

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Safeguarding Concerns

If a complaint includes allegations or suspicions of abuse, neglect, exploitation, inappropriate conduct, or risk of harm involving a child or vulnerable adult, the matter will be immediately referred under ScoutSwap's Safeguarding Policy.

In such cases:

- The Safeguarding Leads will be notified immediately.
- Appropriate safeguarding procedures will take precedence over the complaints process.
- External authorities may be contacted where required by law or guidance.
- The complaints process may be paused or discontinued pending safeguarding action.

Protection of individuals at risk will always be prioritised over internal procedural considerations.

Make a Complaint

Complaints should be submitted wherever possible. This may be done via:

- Email to ScoutSwap's official contact address.
- Written correspondence addressed to ScoutSwap C.I.C.
- Any other official communication channel designated by the company.

The complaint should include:

- The complainant's name and contact details, with a minimum of email address and postal address.
- A clear description of the issue.
- Relevant dates and details.
- Any supporting information or evidence.

Anonymous complaints may be considered at the discretion of the Directors, although investigation may be limited where insufficient information is available.

Acknowledgement

ScoutSwap C.I.C. will acknowledge receipt of a complaint within 7 working days.

The acknowledgement will outline:

- Confirmation that the complaint has been received.
- An overview of the process.
- An indicative timeframe for response.

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Handling of Complaints

All complaints made under this policy will be overseen and handled by the Directors of ScoutSwap C.I.C.

The Directors retain ultimate responsibility for ensuring complaints are managed appropriately and in accordance with UK company law, safeguarding obligations, and the company's duty to operate for community benefit.

Upon receipt of a complaint, the Directors will:

- Review the complaint to determine its scope and seriousness.
- Identify whether safeguarding procedures are required.
- Appoint a lead Director to coordinate the investigation.

Where possible, the complaint will be reviewed by a Director who is not directly involved in the matter being raised.

If a complaint concerns a Director, that individual will not participate in any stage of handling, investigating or deciding the outcome of the complaint. The remaining non-conflicted Directors will manage the matter. Where necessary, independent advice may be sought.

The Directors may:

- Request further information from the complainant.
- Seek written responses from relevant individuals.
- Review documentation or other evidence.
- Obtain independent advice where appropriate.

All individuals involved will be treated fairly and given an opportunity to respond.

ScoutSwap aims to conclude investigations within 30 working days. Where this is not possible due to complexity, or circumstances beyond the Directors' control, the complainant will be informed of revised timelines.

Outcome

Once the investigation is complete, the complainant will receive a written response outlining:

- The findings of the investigation.
- The decision reached.
- Any action taken or proposed, where appropriate and lawful to disclose.

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Outcome

When a complaint is upheld, corrective action may include policy review, procedural changes, training, mediation, or other appropriate measures.

Appeals

If the complainant is dissatisfied with the outcome, they may submit an appeal in writing within 14 working days of receiving the decision.

If possible, the appeal will be reviewed by Directors who were not involved in the original decision. Independent advice may be sought, if deemed necessary, to ensure fairness.

The decision following appeal will be final.

Confidentiality & Data Protection

Complaints will be handled confidentially and in accordance with applicable UK data protection legislation, along with our Privacy Policy, which can be found on our website or requested by writing to us.

Information will only be shared where necessary to investigate the complaint, fulfill safeguarding duties, or comply with legal obligations.

Record Keeping

ScoutSwap C.I.C. will maintain secure records of complaints for governance and monitoring purposes.

The Directors will periodically review complaint records to identify trends, risks, or areas for improvement.

Complaints with safeguarding concerns may be kept indefinitely if required by the authorities, as per our Safeguarding Policy.

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Review and Responsibility

This policy will be reviewed periodically to ensure it remains effective, legally compliant, and aligned with best practice governance for Community Interest Companies.

Last review: Feb 2026

Next review: Feb 2027

Approval

Approved by the directors on 11/02/2026.

Joe Biondani
Director

Oscar Grothusen
Director