

## Complaints policy

The Trefoil Guild recognises its responsibility to support its members to achieve and maintain standards of behaviour and effective delivery of the purpose of the Trefoil Guild. When something goes wrong we need you to tell us about it. In the first instance talk to your Guild/County. This will help us to improve our standards. Trefoil Guild is committed to dealing fairly, constructively, and consistently with expressions of concern or dissatisfaction.

### Definition of a complaint

A complaint is an expression of concern or dissatisfaction about any aspect of the Trefoil Guild.

### Making a complaint

Most complaints can be resolved locally. This is often a much more efficient and quicker way to resolve your concerns than escalating to the national office, so speak to your local Trefoil Guild chair or if this is not appropriate then to your Trefoil Guild county chair.

If all else fails - make a formal complaint.

### Step 1

We hope that your local Trefoil team have been able to resolve your concerns. If this has not been possible then contact the National office in writing either by email on [trefoilguild@girlguiding.org.uk](mailto:trefoilguild@girlguiding.org.uk) or by letter to our London headquarters (17-19 Buckingham Palace Road, London SW1W 0PT) stating your name, giving an outline of your complaint and an address or email address where you are happy to be contacted.

- When making a complaint, please be brief. Give us short pertinent details of the situation, e.g., details, dates and places where possible and the reasons why you are particularly concerned and advising how you would like this to be resolved.
- Be clear and concise. If they follow a logical order, bullet points and notes are fine.
- You will need to demonstrate that there are sufficient grounds for your complaint or concern to enable it to be investigated. Please include all supportive information e.g., emails, correspondence, texts
- Please ensure that any communication adheres to the General Data Protection Regulation and that any electronic communications are password protected before sending

### Step 2

We will acknowledge your complaint within 10 working days of receipt.

If your complaint is about Trefoil members, it will be passed on to the appropriate County Guild chair to investigate. If it is a complaint regarding County Trefoil then your complaint will be passed to the Country/Region Chair.

**Step 3**

Once your complaint has been received by the appropriate guild chair, they will contact you as quickly as possible acknowledging that the complaint has been received.

The Chair will make initial enquiries in order to decide whether an investigation is appropriate and, if so, what form it should take. Some complaints or concerns may be resolved by agreed action (verbal or written) without the need for investigation. If an investigation is required, the Chair will contact you in writing once this is completed - to advise you of the outcome of the investigations and any action to be taken.

If an investigation is needed you will be advised how long it will take to provide a final response (in most cases approximately 28 days) if your complaint takes longer than anticipated to resolve, you will be kept informed of progress and given an estimate as to when you may expect to receive an update on progress

The amount of contact between the Chair and you will depend on the nature of the matters raised, the potential difficulties involved in resolving the problem and the clarity of the information provided. If necessary, they may ask you for further information. You may also be invited to attend a meeting to discuss your concerns. In these circumstances you retain the right to be accompanied by a third party who is not involved in the complaint.

Concerns or allegations which fall within the scope of specific procedures will be referred for consideration under those procedures.

**Step 4**

If you are not satisfied with the proposed resolution, you may request a review. You will need to describe why you are not happy with the response and your request must be made in writing within 14 days of the letter informing you that the Chair has completed the investigation

If a review has been requested an independent person will be appointed by the National Chair to conduct a review.

Each case will be considered on an individual basis. It will be the decision of the independent reviewer as to whether a review will be based on the completed investigation from steps 1 to 3, or reinvestigation of any aspects of the complaint as appropriate. The reviewer will give you an estimate of how long it will take to provide a final response. If this is taking longer than anticipated, you will be kept informed and advised as to when you can expect to receive further contact.

The purpose of the review is to ensure that your complaint has been thoroughly investigated and that the decision is based on accurate findings and sufficiently supported.

Once the review is completed, you will be contacted in writing to inform you of the outcome of the review and any further action taken.

Note: The decision of the Reviewer is final and no further correspondence will be entered into.

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