



BARBADOS BOY SCOUTS ASSOCIATION

INFORMATION SHEET

RESOLVING COMPLAINTS - GUIDANCE

NOTES FOR GROUP SCOUT LEADERS

AND COMMISSIONERS

The handling of complaints is critical to the fair and just management of any organisation and its members' welfare. Hence it is very important that a strict set of rules and guidelines for handling complaints be followed consistently.

It must be noted that the definition of a complaint ranges from a simple disagreement to a complex dispute or disagreement between any two or more individuals or parties.

It is the policy of the Barbados Boy Scouts Association to, as far as possible have complaints addressed and resolved informally. Where the nature of a complaint is such that the informal process is inappropriate or there is a serious enough breach of the Association's policies, rules and/or regulations the following formal process must be followed.

1. After the complaint of a breach of the Association's policies, rules and/or regulations has been received or of some serious behavioural or other reprehensible activity, the complaint must be recorded and logged with Headquarters, the appropriate written notice of complaint must be sent to the accused party outlining the nature of the complaint and as to the need for a formal hearing to adjudicate on the matter.
2. All arrangement shall be made for a speedy hearing of the matter. The selection of an independent and impartial adjudicator is paramount. Such a person may be a District Commissioner or other Commissioner from outside the District, as the situation requires.
3. The independent adjudicator who will be appointed by the Chief Commissioner will be responsible for management of the complaint's resolution process. He will conduct all hearings, ensure a FAIR process by allowing all sides to present their cases and report his findings back to the Chief Commissioner.
 - a. Allow for both the complainant and the accused to present their cases in an orderly fashion, by having them represent their cases and call witnesses to give evidence, as deemed necessary. A record of all the evidence and argument put forward must be kept for reporting purposes.
 - b. Determine if an actual breach of the Association's policies, rules and/or regulations had occurred, or if any behavioural or other violations of the Complainants right occurred and which warrant that legitimate charges to be heard on the complaint.
 - c. Report his findings to the Chief Commissioner for further action.
4. All Group Scout Leaders and Commissioners must become very familiar with the Complaints Resolution Process and Procedures, must remain impartial and allow for the process to work and must be committed to the following principles:
 - i. that all complaints are to be addressed in a fair, transparent, and just manner before the imposition of any sanction, corrective or disciplinary action is taken;
 - ii. that the complaints procedure remains easy to use for anyone wishing to make a complaint;

- iii. that confidentiality in the process of handling complaints allows for the protection both the complainant and the respondent during the process;
- iv. that complaints are, wherever possible, resolved speedily and amicably;
- v. that in every instance, the principles of Natural Justice are upheld; and
- vi. that the members of the Association see every incident as an opportunity to learn and improve the Associations operations and performance through critical review of feedback and to improve its performance and practices, both in respect of the overall governance practices and more specifically in the application of the Code of Conduct.

REFERENCES

1. **Regulations & Rules of the Barbados Boy Scouts Association.** 2021 Edition. Barbados Boy Scouts Association, “Hazelwood”, Upper Collymore Rock, St. Michael BB11604, Barbados.