# Complaint Template

**DATA PROTECTION:** This form is used to collect information for the purpose of gaining compliant details as part of the complaints process. We don’t share your personal data provided in this form with any third parties. We take your personal data privacy seriously. The data you provide to us is securely stored (based on local arrangements) and we’ll keep the data we capture from this form for six years, in line with the Limitations Act.

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| --- |
| **Name:** |
| **Contact email:** |
| **Contact number:** |
| **Preferred contact method:** |
| **Your relationship to Scouts (i.e. volunteer, parent/carer):**  Please provide your membership number if applicable |
| **Complaint summary (what you think went wrong, including dates and times or any reported incidents. Please provide a clear list of matters you’d like investigated. Please don’t exceed 1,000 words and note that there will be opportunities to submit further evidence if required once you’ve received an acknowledgment.):** |
| **Details of any informal resolution that’s been taken so far to try to resolve the issue:** |
| **Desired outcome from the complaint process:** |
| **Formal concerns already raised under any other Scouts policies (if applicable, please provide details):** |

**Please note that completion and submission of this form constitutes an e-signature.**

**I (insert name)** ……………………………………………………………………………………………………………

understand that any information given about myself or on behalf of someone else is limited to that which is relevant to the investigation of the complaint, and only disclosed to people who have a need to know it in order to investigate, respond and resolve the complaint.

**Date:** …………………………………………………………………………………………………………………………….