# Purpose of investigation

The purpose of the investigation was to establish the facts relevant to the points made in the complaint, and to provide the relevant parties to the complaint a response that represents the findings, how they were reached, and whether recommendations or further action is necessary.

The complaints policy focuses on transparency and openness, and balances this with the data privacy rights of identifiable individuals. The contents of this report shouldn’t be shared or circulated more widely than the intended distribution list, without prior approval from the author of the report. The report may contain personal information of those involved within the context of the complaint. Sharing it with any unintended recipients without prior approval may result in the data rights of an individual(s) being breached.

# Complaint summary, subsequent appeal and requested outcome

A complaint was made by XX on DD MONTH YYYY about [One-line complaints summary]. An appeal was lodged by XXX on DD MONTH YYYY. Further details of the individual aspects of the appeal are provided in section 4 of this report. As an outcome, [insert appellant name] is seeking XXX.

# How the appeal’s been investigated

In order to look at the issues raised, I’ve reviewed/undertaken the following to determine the overall findings: (e.g. read all correspondence; read the complaint investigation report, reviewed records, spoken to volunteers etc.)

• XX

• XX

• XX

• XX

• XX

# Response to the appeal

* 1. **Insert appeal 1**

INSERT RESPONSE

I find that on the basis of the evidence considered, I [partially uphold/ uphold/ do not uphold/am unable to determine the outcome of] this aspect of the appeal.

* 1. **Insert appeal 2**

INSERT RESPONSE

I find that on the basis of the evidence considered, I [partially uphold/ uphold/ do not uphold/am unable to determine the outcome of] this aspect of the appeal.

* 1. **Insert appeal 3**

INSERT RESPONSE

I find that on the basis of the evidence considered, I [partially uphold/ uphold/ do not uphold/am unable to determine the outcome of] this aspect of the appeal.

* 1. **Insert appeal 4**

INSERT RESPONSE

I find that on the basis of the evidence considered, I [partially uphold/ uphold/ do not uphold/am unable to determine the outcome of] this aspect of the appeal.

# Findings

Taking account of all the information and evidence reviewed, I [partially uphold/ uphold/don’t uphold] the appeal overall. [For complex appeals or those with numerous issues raised, it would be useful to repeat the headline findings of each aspect here before providing the overall outcome, for example, *‘two issues raised were upheld because XXX. However, one matter wasn’t upheld because XXX, therefore, the appeal is partially upheld overall’.*]

# What we’ll do

[Insert responses to the outcome(s) requested by appellant detailed in section 2]

[Insert this paragraph or similar if some aspects of the appeal were partially or fully upheld] I recognise and acknowledge when mistakes have been made in this case and wish to apologise to those affected by this. I hope that, in respect of the key concerns, I’ve reassured those involved that a full and thorough investigation into the circumstances of the complaint and subsequent appeal has been carried out. The outcome of this review will be shared with the individuals involved to reflect on and learn from the experience.

[Insert this paragraph if the appeal isn’t upheld overall] While the appeal hasn’t been upheld, the outcome of this review will be shared with the individuals involved to reflect on the matter as we strive for continuous improvement. I hope this report demonstrates that, in respect of the key concerns raised within the complaint and subsequent appeal, a full and thorough investigation has been carried out to bring this matter to a conclusion.

This response now marks the conclusion of the complaint’s procedure. As the appeals procedure has now been utilised, my response marks the final position in relation to this matter. Any further communication in relation to this will be reviewed but won’t receive a response under the complaints process. As such, all parties relevant to this matter are requested to move forward from this with their continued commitment to making Scouts an inclusive movement for all, in which we actively engage and support young people in their personal development, empowering them to make a positive contribution to society.

Name of manager

Scouts position held by manager

Signature

DD MM YYYY