# 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 and requested outcome

A complaint was made by XX on DD MONTH YYYY about [provide one-line summary of complaint]. Further detail of the individual aspects of the complaint are provided in section 4 of this report. As an outcome, [insert complainant name] is seeking XXX.

# How the complaint’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; reviewed records, spoken to volunteers etc.)

• XX

• XX

• XX

• XX

• XX

# Response to the complaint

* 1. **Insert complaint 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 complaint.

* 1. **Insert complaint 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 complaint.

* 1. **Insert complaint 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 complaint.

* 1. **Insert complaint 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 complaint.

# Findings

Taking account of all the information and evidence reviewed, I [partially uphold/uphold/do not uphold] the complaint overall. [For complex complaints or those with numerous issues raised, it’d 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 complaint is partially upheld overall’.*]

# What we’ll do

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

[Insert this paragraph or similar if some aspects 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 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 complaint isn’t upheld overall] While the complaint 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, a full and thorough investigation has been carried out to bring this matter to a conclusion.

This now concludes the complaints procedure. Individuals directly affected by the complaint may appeal the outcome of this investigation by lodging an appeal with [Insert name, position and contact details of person who will respond to the appeal] in line with the complaints process. Any appeal must be received within 14 days of being notified about the outcome of this complaint investigation. Any appeal should clearly state the basis on which it is being made. An appeal will consider the process undertaken to handle this complaint and the outcome(s) reached in this report.

Name of manager

Scouts position held by manager

Signature

DD MM YYYY