

# THE GIRLS' BRIGADE SCOTLAND

## COMPLAINTS PROCEDURE IN RESPECT OF CHILD PROTECTION ISSUES

The procedures noted below should be used by any Parent, Guardian or Leader if they are of the opinion that inappropriate behaviour or action has been taken in respect of any member within the Girls' Brigade Company by an adult leader or helper. These procedures should be read in conjunction with the Girls' Brigade Scotland Child and Adult Protection Policy.

- The first point of referral should be to the Captain, unless the complaint pertains to them, in which case the Chaplain of the Company should be contacted.
- The role of the Captain or Chaplain is to listen and acknowledge that a complaint is made. It is **not** the role of the Captain or Chaplain to investigate, pass comment or make a judgement on any of the individuals involved.
- The Captain or Chaplain should make a written note with full details of the complaint on the day on which this was made and pass this note, together with copies of any written correspondence to the Child Protection Coordinator or person appointed for this purpose within the Church who will then take the appropriate action. At this stage the Church, via the Chaplain or Child Protection Coordinator should advise Girls' Brigade Scotland that a problem has arisen. Girls' Brigade Scotland's role at this time, along with the Church, will be to ensure that there is adequate staffing and support for the staff of the Company.
- The Child Protection Coordinator, or their equivalent, will then take the appropriate action by referring this to the Child Protection Panel, or their equivalent, within the Church. The Coordinator will then establish telephone contact with the appropriate authorities, namely the Police and Social Work Department to seek their advice. Girls' Brigade Scotland should be informed, as a courtesy, that this action has been taken.
- The Child Protection Coordinator, or their equivalent, will then follow the advice of the authorities, taking the advice given by them. The authorities will also advise as to who will inform the leader affected by the complaint and their responsibility for any further action taken. **No** action should be taken by any other member of the Company or Church at this stage. Again, Girls' Brigade should be informed what has been decided.
- Where action under the Disciplinary Code is required, this is the responsibility of the Kirk Session, or other equivalent court of the Church. At this time, Girls' Brigade Scotland would be asked to become involved with the Kirk Session, or their equivalent, to ensure that appropriate action be taken, as advised by the authorities. In the case of Church of Scotland Companies, this process should be undertaken in conjunction with the Safeguarding Office and a referral to the List, if required, would be undertaken on a joint basis by the Church and Girls' Brigade Scotland.
- If the Child Protection Coordinator, or their equivalent, has been advised by the Police and Social Work Department that no further action requires to be taken there may still be grounds for the local Child Protection Panel, or their equivalent, to follow up the issue with the individual concerned. This may come in the form of a discussion, further training or offering support to the person to equip them for their continuing work with young people, in conjunction with Girls' Brigade Scotland.