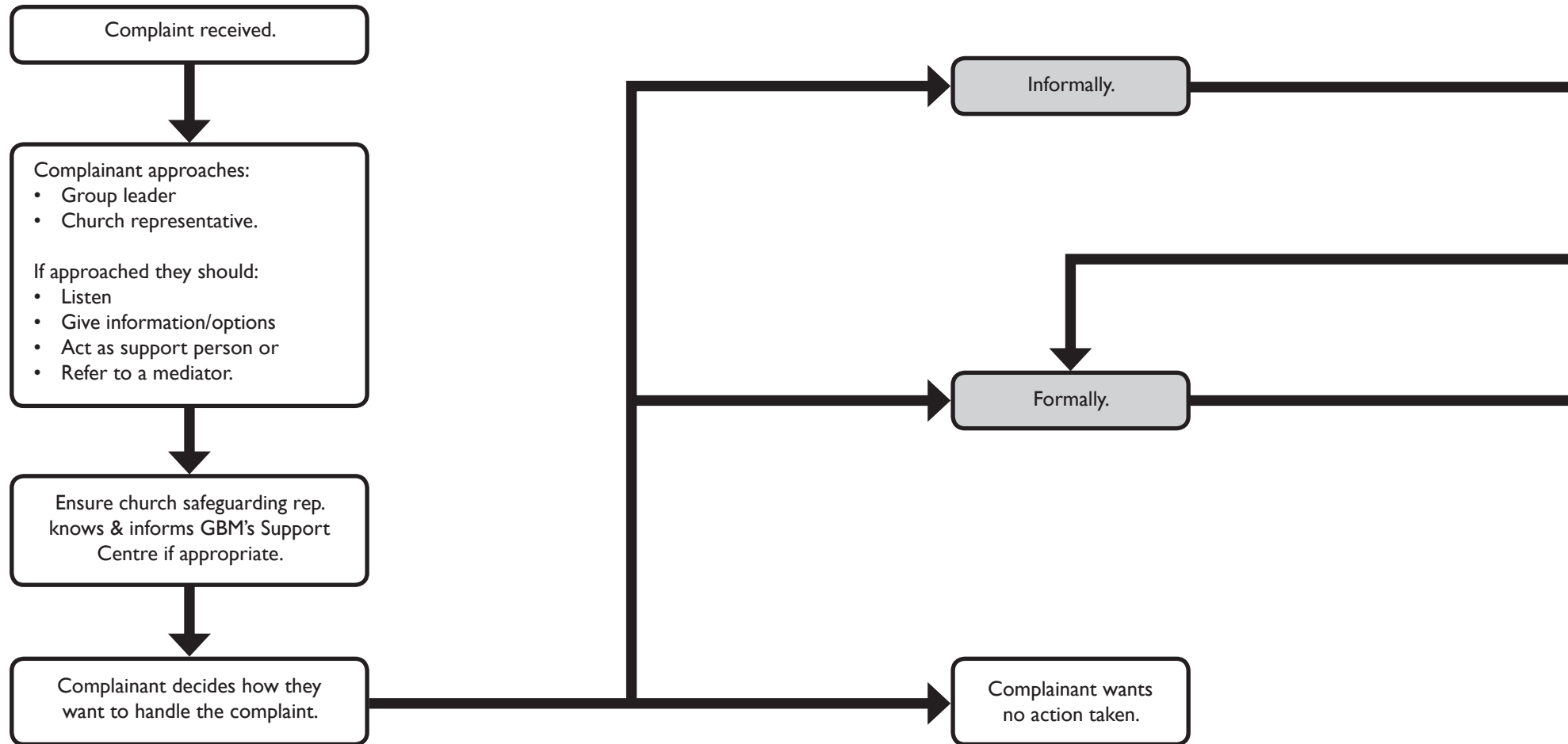


## FLOWCHART FOR RESPONDING TO COMPLAINTS

If a complaint is made against a GBM volunteer or group the following flowchart may be used to ensure correct procedures are followed.



Please note:

- Full written records should be kept indefinitely of all processes followed. You may wish to use the *Responding to complaints template* available to download for free from the GB leaders' online resource base.
- There should be no contact between the volunteer and the child or person making the allegation until enquiries are completed and an outcome agreed.

