

GIRL GUIDE COMPLAINT FORM



Girl Guides accepts complaints about anything, from anyone. We will take your complaint seriously, respond to it quickly, and keep you informed. If your complaint is about the safety of a child or young person, we will report this to the right people as soon as possible. You may also have an obligation to take action. Check the laws of your state or territory and the GGA Child Safe Child Friendly Policy. We will try and understand the issues raised and explore if we can resolve them. If you have any difficulty with this form, that is ok – an Adult in Guiding can help you. If you are a Youth Member (or helping a Youth Member make a complaint) you may prefer to use the form, *TELL US WHAT YOU ARE WORRIED ABOUT?*

1 YOUR INFORMATION PERSON MAKING COMPLAINT		
<i>If making this complaint for someone else, complete this section with their information.</i>		
Given Name	Surname	
Date of birth (if under 18)	Phone	
Email	Membership No. (if applicable)	
Address	State	Postcode
Preferred contact method <input type="checkbox"/> Phone <input type="checkbox"/> Email		

2 YOUR INFORMATION PERSON COMPLETING THIS FORM – If different from person making complaint		
Given Name	Surname	
Date of birth (if under 18)	Phone	
Email	Membership No. (if applicable)	
Address	State	Postcode
Relationship to person making the complaint	Preferred contact method <input type="checkbox"/> Phone <input type="checkbox"/> Email	

3 IF YOU ARE COMPLAINING ABOUT A PERSON – Provide as many of the details as you can about that person		
Given Name	Surname	
Age (if under 18)	Phone	
Email	Membership No. (if applicable)	
Address	State	Postcode

4 IF YOU ARE COMPLAINING ABOUT A DECISION OR AN INCIDENT – Provide details		
Brief description of decision/incident:		
Details of person(s) involved (if known)	Name	
Email	Phone	
Address	State	Postcode

5 YOUR COMPLAINT – Please attach additional pages if space below is not sufficient

In your own words, please describe your issues and the reason why you are making a complaint.
You can also make a note to discuss your complaint in person so you can provide more detail.

In your own words, please tell us how you would like to see this resolved?

Is there anything else we should know that would help us respond to your complaint?

YOU CAN LODGE THIS FORM IN THE FOLLOWING WAYS:

Post: to the office of the relevant State Girl Guide Organisation or Girl Guides Australia

Email: the relevant State Girl Guide Organisation

incidentsandcomplaints@girlguideswa.org.au	incidentsandcomplaints@guidesqld.org
incidentsandcomplaints@girlguides-nswactnt.org.au	incidentsandcomplaints@girlguidessa.org.au
incidentsandcomplaints@guidestas.org.au	incidentsandcomplaints@guidesvic.org.au
incidentsandcomplaints@girlguides.org.au	

If you have any difficulty lodging this form you can phone the office of your State Girl Guide Organisation and ask for assistance.

I declare the information provided is true and correct to the best of my knowledge.

Signature of person completing this form

Date

PERSON RECEIVING THIS COMPLAINT

FOR OFFICE USE ONLY

Name
Title / Position
Date Received

Please ensure the person making the complaint receives a signed copy of this form.

Girl Guides Australia (GGA) and the State Girl Guide Organisations (SGGOs) (collectively known as Girl Guiding in Australia) are bound by Australian Privacy Laws, recognise the importance of privacy and are committed to protecting the personal information. For information on how your information is collected, used or disclosed please refer to the Collection Statements [here](#).