

Making a Formal Complaint

Girl Scouts Western Pennsylvania supports an environment for our members that is free of harassment, threats, or bullying. Sometimes hostile behavior can be managed through our conflict management process, in which all volunteers are required to participate.

At other times, however, a volunteer will decline to participate in our conflict resolution process because harassment, threats, or bullying cause them to fear for their safety or otherwise make it impossible for them to engage with another volunteer.

When that happens, the volunteer making the charge will be required to file a formal complaint regarding the alleged behavior.

How to file a complaint:

- Contact your council representative or customer care at 800-248-3355 or customercare@gswpa.org to discuss your situation and let us know that you wish to file a formal complaint.
- You must submit your complaint in writing via email to customer care or to the volunteer relations coordinator.
- Please include as much information as possible, including dates and times of alleged incidents, the names of any adult witnesses, and any other supporting documentation.
- **From the time that a formal complaint is filed until the complaint is resolved, both the complainant and the respondent will be suspended from their volunteer roles and will not be permitted to participate in Girl Scout activities in any way.**
- Upon receipt of the complaint, the volunteer relations coordinator will investigate the allegations, including contacting witnesses.
- The respondent will be given a written outline of the allegations and be given an opportunity to respond in writing.
- The volunteer relations coordinator will review the response and conduct further investigations as necessary.
- Upon the conclusion of the investigation, the volunteer relations coordinator will make a recommendation to the executive team regarding the resolution of the case. The resolution could involve the release of one or more volunteers, the removal of one or more volunteers from a troop, the implementation of an action plan, education, or the denial of the complaint.