

What to Do if You Have a Concern

Girl Scouts Western Pennsylvania is committed to providing a good Girl Scout experience for all our members and volunteers. As a member of our organization, you may witness or hear about something that raises questions. This may be the result of concerning behavior or a broken policy.

We're here to help! All concerns are taken seriously and investigated thoroughly. The confidentiality of our members is respected throughout the process.

If you believe that a policy is being violated, have concerns about volunteer behavior, or have observed actions that do not comport with the Girl Scout Promise and Law, please bring your concerns to the attention of the council as soon as possible. You can do so by contacting customer care at 800-248-3355 or customercare@gswpa.org or by reaching out to your membership engagement specialist.

Thank you for working with us to provide the best possible experience for all our Girl Scouts.