



WORLD ASSOCIATION
OF GIRL GUIDES
AND GIRL SCOUTS

WORLD CENTRES GUEST COMPLAINTS PROCEDURE

Step 1: Talk to Any Staff Member

If something isn't right, please speak to any member of our team. They'll listen, take your concern seriously, and help get it to the right person.

Step 2: Staff Will Guide the Next Steps Based on Your Concern

If it's a minor issue (e.g. room comfort, meals, noise)

If it's a serious complaint (e.g. safety, discrimination, legal matters)

The staff member will try to resolve issue immediately

Staff contact the Centre Manager immediately

Issue resolved

Issue cannot be resolved right away

Step 3: Escalation Based on the Type of Complaint

Issue passed to the appropriate manager

Complaints about accommodation, meals or guest services

Complaints about programmes or activities

Staff report to:
Guest Services Specialist / Duty Manager / Operations Manager

Staff report to:
Programme Coordinator / Programme Manager

If the appropriate staff member is unavailable or unable to resolve the issue, the matter will be escalated to the World Centre Manager

If resolution is still not achieved, the complaint will be referred to the Head of International Operations for final review

Step 4: Resolution and Follow-Up

The appropriate manager will review your concern, investigate, and provide a resolution as soon as possible.

Please note:

If you submit a complaint anonymously, it may limit our ability to conduct a thorough investigation, could delay the resolution process and we will be unable to provide information on the outcome.

Safeguarding or conduct-related concerns—such as bullying, harassment, discrimination, safety risks, or breaches of WAGGGS policies—are managed separately from general complaints to ensure compliance with WAGGGS' Safeguarding Policy. Please contact safeguarding@waggs.org