

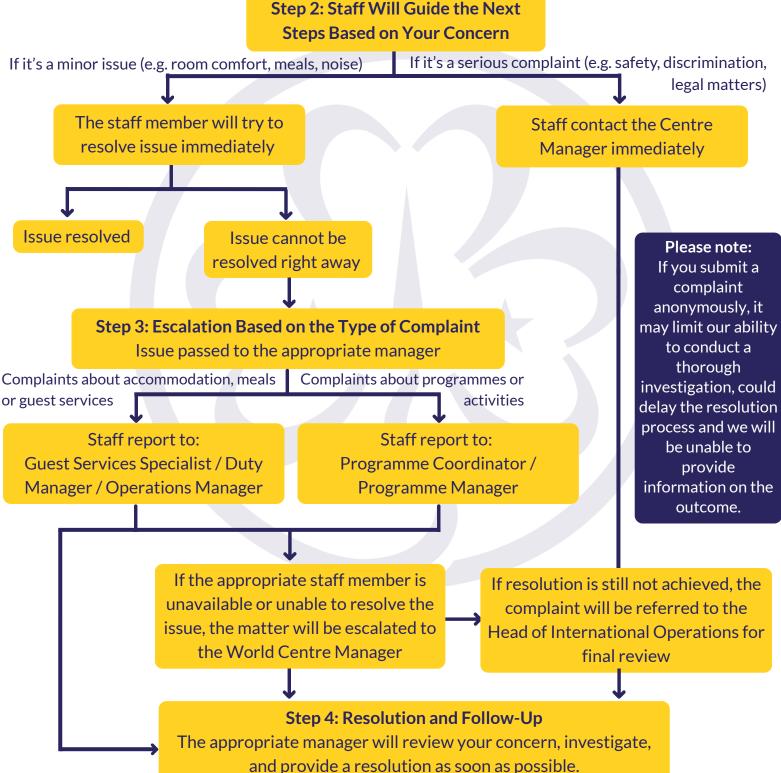
WORLD CENTRES GUEST COMPLAINTS PROCEDURE



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**



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@wagggs.org