



WE DISCOVER, WE GROW

**Girlguiding**

# Processes for Managing Adult Membership in Girlguiding

Guidance notes for Commissioners

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## Introduction

Girlguiding recognises that, at times, formal management of adult volunteers may be necessary. These processes, which take effect from January 2015, are provided to help Commissioners to manage the roles and membership of adults consistently and fairly. They provide a basis for making decisions after assessing the potential risks that could have an impact on our membership and reputation.

Girlguiding's policies and these guidance notes are designed to help Commissioners understand their role and responsibilities in this process.

### Girlguiding's Safety and Safeguarding Policy

It is the policy of Girlguiding to make every effort to safeguard its members from physical, sexual and emotional harm while participating in guiding activities. The Association takes all reasonable steps to ensure that, through relevant procedures and training, children, young people and adults taking part in guiding activities do so in a safe environment.

### Girlguiding's Membership and Recruitment Policy

Girlguiding is a single-sex organisation in accordance with the provisions of the Equality Act 2010. Girlguiding believes that the needs of girls and young women are best met through an organisation catering specifically for girls and led by women.

### Girlguiding's Complaints Policy

Girlguiding recognises its responsibility to support its volunteers to achieve and maintain high standards of behaviour and effective delivery of the aim and purpose of guiding. The Association is committed to dealing fairly, constructively and consistently with expressions of concern or dissatisfaction from its members, recognised volunteers and the general public.

### General information

It is important for Commissioners to investigate circumstances where a volunteer's role in guiding causes concern and to remember the following.

- The interests and safety of children take precedence over any other consideration.
- It is important to remain objective throughout the investigation and any resulting actions. In some cases a Commissioner may know the person about whom there are concerns, and it may be more appropriate to appoint someone else to undertake the investigation.
- No matter what type of situation a Commissioner is dealing with, all persons should be treated with respect and dignity.
- A Commissioner will carry out this procedure with her County and Chief Commissioners' knowledge, support and guidance.

There are always two sides to every story so it is important that the Commissioner:

- gathers as many facts as possible about the matter
- does not rely solely on what she has been told by others, rumours or hearsay
- meets and listens to all parties
- keeps confidential written (and signed) notes with dates of any meetings and telephone calls, and copies of emails and letters received regarding the matter
- ensures that any sensitive or personal information is sent password protected, encrypted or desensitised.

Each situation will be different and should be treated on a case-by-case basis. Throughout, do remember that the individual concerned is likely to feel upset, aggrieved and in need of support on a personal level. It is important that everything is done fairly, openly and reasonably.

It will help the situation if the individual concerned has someone who can support them; however, it is important that this person remains impartial and is not seen to have 'taken sides'.

There should if possible have been a face-to-face meeting between the volunteer and Commissioner before any written communication is issued. If this is not possible, hold the meeting as soon as possible after this communication.

This document details the circumstances and process of each of the following courses of action.

#### **Warning**

A warning is a written caution given to a volunteer regarding behaviour or code of conduct within guiding. In most cases, a warning should be given before suspending or restricting a volunteer's role(s).

#### **Suspension**

This is a temporary measure put in place to suspend a volunteer's role(s) within Girlguiding pending the outcome of further investigation. A volunteer will be temporarily suspended from having any involvement in guiding until further notice.

#### **Restriction**

A restriction is the ability to limit a volunteer's role(s) within Girlguiding - eg a financial restriction would be imposed to restrict an individual's handling of any money, such as unit funds.

#### **Refusal**

A refusal is the rejection of an application for Girlguiding membership. Such a decision would be made following a disclosure check or on receipt of references, and may include a discussion with the prospective member to verify or clarify information and to assess their suitability.

#### **References**

Two references are required for each volunteer role. References are a source of information to ascertain that a volunteer is suitable for Girlguiding. If references are considered unsatisfactory, a refusal of membership may be issued.

#### **Withdrawal**

The withdrawal of Girlguiding membership is the removal of both a volunteer's role(s) and their membership status, usually as a result of serious concerns regarding their suitability to continue in guiding.

#### **Appeal**

An appeal is the request to change the decision made to remove a volunteer's role and membership status. An appeal against the decision to withdraw membership can be submitted in writing for consideration by the Chief Guide.

#### **Notes**

- The words 'she' and 'her' have been used throughout this resource, but the guidance and procedures that follow apply to people of any gender.
- 'Children's Services' is used to describe any statutory organisation responsible for the safety of young people.
- 'Volunteer' refers to both members and recognised volunteers within Girlguiding.
- This process is applicable to any individual who is volunteering with Girlguiding, regardless of age.

## **Warning**

There may be occasions where concerns arise regarding a volunteer's behaviour, actions, an unresolved complaint or a series of incidents involving them, which require a warning to be issued to that volunteer. In most cases, a warning should be given before suspending or restricting a volunteer's role(s) (for exceptions see page 6).

### **Issuing a warning**

Although a District or Division Commissioner will be aware of concerns and have been involved in investigating them, it is the responsibility of the County Commissioner to produce the written warning, setting out the circumstances of the situation and explaining the reason for issuing the warning (see Appendix 1, page 10).

She may also choose to suggest ways for the volunteer to address the concerns that have been raised about how she conducts her role, such as undertaking further training. She should outline all actions that need to be taken, including the consequences if the volunteer fails to comply and a timescale for a review of the action agreed. The letter should detail the terms and conditions of the warning and be signed by both the Commissioner and the volunteer.

The warning should be reviewed when either the actions agreed have been completed, or it is agreed that the timescale can be extended. However, if the volunteer has failed to comply with the recommendations outlined in the written warning, a decision will need to be made about the best course of action to take. If the matter remains unresolved, the volunteer should be suspended pending the outcome of further investigation. The County Commissioner should write to the volunteer to confirm this action and the Chief Commissioner must be informed of the suspension and sent a copy of the suspension letter. A timescale should be agreed between the volunteer and Commissioner for a review of the decision to suspend the volunteer.

## **Suspension**

### **When to suspend a volunteer**

It may be necessary to suspend a volunteer while further investigation of an issue or a complaint against her takes place. See Appendix 2 (page 11) for examples of reasons for suspension.

There are some circumstances in which a volunteer will be immediately suspended pending the outcome of further investigation. These include:

- a statutory agency such as a Local Authority or Local Safeguarding Children Board (LSCB) providing information about the behaviour or actions of a volunteer
- an individual who works with children or vulnerable adults being suspended from their workplace
- an individual's behaviour or actions putting the safety of a member or members at risk
- concerns regarding an individual's mental health
- an individual's children being removed from their care or placed on a Child Protection Plan
- an individual being arrested, bailed or having a pending court appearance
- an individual supporting a partner or family member who is under investigation (see Appendix 2, page 11).

Alternative reasons to suspend a volunteer, as detailed in Appendix 2, may require further investigation of an issue or a complaint. It may be sensible to suspend the person until the investigation is complete and the necessary steps are taken to ensure the safety of young members. In the case of an investigation, it is important that Girlguiding is seen to be taking appropriate steps and treating the matter seriously.

### **Process for suspending a volunteer**

If information about the behaviour or actions of a volunteer is received by anyone in Girlguiding from a Local Authority, Local Safeguarding Children Board (LSCB) or the police, it should be passed immediately to the Volunteer Support Team at Headquarters. The volunteer will be suspended by Volunteer Support who will inform the Chief Commissioner and County Commissioner of the action taken. Any statutory agencies should be asked to contact Volunteer Support to discuss concerns about a volunteer.

A letter will be sent from Volunteer Support to inform the volunteer that her role(s) within Girlguiding will be temporarily suspended pending further investigation (see Appendix 3, page 12). The membership database will be amended by Volunteer Support accordingly and all her volunteer roles will be made inactive. However, her membership status will remain active. This ensures that the volunteer continues to receive communications until a decision is made about her membership of Girlguiding following the outcome of the investigation.

**Note**

When concerns are raised locally, it may be necessary for the County Commissioner to suspend the volunteer. Volunteer Support must be notified of the action taken.

The Commissioner must think through the local impact that the suspension of a volunteer may have, in particular on the volunteer's unit. Other volunteers may need to cover the unit on a temporary basis. If no available volunteers can be found, the unit may be unable to meet until suitable arrangements can be made.

Parents may be upset or want further information about the reasons for a volunteer stepping back from a unit or for why a unit will be unable to meet for a temporary period. However, the matter must remain confidential and it is important to ensure that all parties involved are supported during this time (see Appendix 4, page 13). We would advise that parents and other members are informed that the volunteer is taking a break for personal reasons and that no details are disclosed.

After further investigation, the County Commissioner can make a recommendation to Volunteer Support on one of these courses of action.

- To reinstate the volunteer's role(s) with no further action to be taken.
- That Volunteer Support should restrict the volunteer's role(s) (see below).
- That Volunteer Support should withdraw the volunteer's membership (see page 8).

**Note**

Any Commissioner who receives information about a partner or relative of a volunteer who may be of concern should contact the Chief Commissioner and Volunteer Support. They will advise on the course of action.

## Restriction

### When to restrict a volunteer's membership

Restricting membership is a decision made by Volunteer Support in consultation with the Chief Commissioner, usually based on the information detailed on a disclosure certificate. However, there are occasions when, based on information disclosed locally, an immediate restriction of a role needs to happen; or an incident may lead to the County Commissioner recommending to the Chief Commissioner that a volunteer's role should be restricted.

Examples of circumstances when a volunteer's role might be restricted include:

- fraud
- bankruptcy
- recent driving offences
- health concerns.

This list is not exhaustive, and further examples can be found in Appendix 2 (see page 11).

Below is a list of examples of types of restrictions that may be applied to a volunteer's role(s). These are noted on their Go! record with an accompanying code.

- R101 - Financial restriction, eg no handling of finances.
- R102 - Driving restriction, eg no driving of vehicles containing young members.
- R103 - Role restriction - Leadership, eg restricted to Assistant Leader.
- R104 - Role restriction - non-Leadership, eg restricted to Unit Helper.
- R105 - Qualification restriction, eg the Leadership Qualification, Travelling Abroad Module.
- R106 - Go! restriction, eg restricting level of access.
- R107 - Other restriction.
- S101 - Suspension.
- W101 - Withdrawal of membership.

### Process for restricting a volunteer's membership

If the County Commissioner feels it is appropriate to make a recommendation to Volunteer Support to restrict a volunteer's role, she must complete a Restriction Form (see Appendix 6, page 15). The volunteer's details and the reasons why the Commissioner is requesting a restriction must be entered on the Restriction Form and sent to Volunteer Support for consideration. This can be sent electronically; however, the document must be password protected. Volunteer Support will then send the Restriction Form to the Chief Commissioner to approve and sign. The restriction will then be recorded on our membership database. A letter will be sent from Volunteer Support confirming this action (see Appendix 7, page 17) and a copy will be sent to the Chief Commissioner and the County Commissioner to ensure that the conditions detailed in the letter are adhered to and monitored.

The process of restricting a volunteer's role may be a difficult situation to handle and therefore appropriate support should be available for all parties involved. Each situation should be treated on a case-by-case basis and dealt with fairly and reasonably. Where possible, the volunteer should be notified in person that her role is to be restricted.

Reviews of restrictions are undertaken every three years, at the volunteer's request. This will be stated in the letter to the volunteer. If she requests a review, it may be necessary to undertake a new disclosure check. The result of the check may contribute to any decision made: for example, if no offences were committed during the period of the restriction, it may be easier to lift the restriction.

Examples of the types of restrictions to recommend are listed above.

Once a restriction is recorded on Go!, the individual's roles will be flagged as 'roles restricted'. Basic details of the reason why the decision was made will also be recorded.

## Refusal

### When to refuse volunteer membership

The decision to refuse an individual's application for membership is made following a recommendation from Volunteer Support to the Chief Commissioner. If the Chief Commissioner disagrees with the recommendation, the issue is referred to a Safeguarding Panel of volunteers and staff which acts independently to consider and recommend actions.

There are circumstances where it is appropriate to refuse membership because of the risks the person would pose to our members. These could be criminal convictions, health or conduct concerns. These concerns may occur as a result of:

- disclosure certificate details
- other relevant information disclosed at the Chief Police Officer's discretion following the disclosure check
- individuals listed on 'Barred Lists' that prohibit individuals from working with children or vulnerable adults
- unsatisfactory references.

Please note that each case is different and so is treated on an individual basis.

### Process for refusing volunteer membership

If a disclosure certificate is received with information regarding criminal behaviour, suspected criminal behaviour or vetting and barring information, Volunteer Support may discuss this with the Chief Commissioner. In some cases, where the disclosure details require further explanation, the County Commissioner will be required to speak to the individual concerned about the circumstances surrounding the information disclosed. The County Commissioner should give Volunteer Support any information she has which may assist in determining the suitability of the individual. Commissioners may need to talk discreetly to people locally about the individual's involvement within guiding, but the details of her disclosure certificate must remain strictly confidential.

If references are received that are considered unsatisfactory, the applicant will be given a second attempt for each reference request before their application for membership is refused. There is a maximum of two reference attempts for each reference request.

If references are declined after the second attempt, the decision will be made by Volunteer Support to refuse membership due to unsatisfactory references.

Once a decision has been made about the individual's application for membership, a letter will be sent from Volunteer Support to inform the individual that her membership has been approved or refused (see Appendix 8 and Appendix 9, page 18). The membership database will be amended accordingly.

A copy of the final letter will be sent to the Chief and County Commissioners for their records.

All correspondence must remain strictly confidential.

**Note**

If it is brought to the attention of the County Commissioner that the individual is attending local meetings or events, she should seek advice from the Chief Commissioner or Volunteer Support regarding the best course of action to take.

## Withdrawal

There may be occasions where it is necessary to withdraw a volunteer's role(s) and membership (see Appendix 5, page 14).

### Process for withdrawing a volunteer's membership

The County Commissioner may feel it is appropriate to make the recommendation to Volunteer Support to withdraw a volunteer's membership. A Restriction Form must be completed (see Appendix 6, page 15) and sent to Volunteer Support explaining the reasons for the recommendation. This recommendation will be discussed with the Chief Commissioner and referred to the Appeal Panel if necessary.

**Note**

If the volunteer has a child involved in guiding, it should be noted that they may attend unit meetings and guiding functions in a parental capacity only, such as to drop off and collect their child.

**Note**

If Girlguiding is aware that this individual is involved in the Trefoil Guild or Scout Association, the volunteer should be informed that the other organisation(s) will be notified.

## Appeals

A volunteer has the right to request an appeal to the Chief Guide within 28 days of being notified that her membership is being withdrawn. This request must be made in writing and will be considered at the discretion of the Chief Guide.

An appeal will be considered only where new information or evidence has come to light since Volunteer Support's original decision, and assurance that this is the case must be obtained before an appeal meeting is arranged. The appellant must agree to the sharing of all documentation with an independent panel.

The Chief Guide will consider the request and if she feels there is new information to consider she will refer the information to the Safeguarding Panel to undertake an appeal process.

**Note**

A volunteer cannot appeal against a suspension because she will need to await the outcome of an investigation. Nor can she appeal against a restriction, because restrictions are put in place to safeguard both members and volunteers.

## Making a risk assessment

Managing risk is about assessing the level of impact against the likelihood of harm to our membership and reputation.

To undertake a risk assessment, please follow this process.

### What is the source of potential risk?

#### Who is affected?

Note who will be affected by the potential risk: girls, visitors etc.

#### What controls are in place?

State what has been done to minimise the risk; for example, training may already have been undertaken.

#### Risk level

Do you consider the risk to be low (L), medium (M) or high (H)? The aim of a risk assessment is to reduce the level of risk as much as you can.

#### What additional measures could minimise the risk?

For example, further training could be undertaken.

#### Action (by whom and date)

State who has taken action to minimise the risk and when.

You can download a risk assessment form from [www.girlguiding.org.uk](http://www.girlguiding.org.uk) > Members' area > Guiding Manual > Supporting information > Risk assessment and accidents, or use the one in your Emergency File.

## Confidentiality

It is important to ensure that sensitive information remains confidential. Information should be disclosed only on a 'need-to-know' basis, and in the majority of circumstances the details of a confidential matter should not be disclosed below County level. It is important to avoid disclosing the reason why a person concerned is no longer carrying out a role in guiding, so that there is no breach of confidentiality.

Copies of confidential documents are retained by Volunteer Support at Girlguiding Headquarters.

## Information requests

All requests must be made in writing and Volunteer Support should be contacted if you receive any such request. Help and guidance will be given in how to deal with it.

## Further help and support

Further advice can be sought from the Chief Commissioner or the Country/Region Office. Alternatively, contact Volunteer Support:

Volunteer Support  
Girlguiding  
17-19 Buckingham Palace Road  
London  
SW1W 0PT

Tel: 020 7834 6242

Email: [safeguarding@girlguiding.org.uk](mailto:safeguarding@girlguiding.org.uk)

## Appendix 1

### Example letter: Written warning

Dear Lucy Leader

I explained in our meeting on 18 September 2014 that I would write to confirm the outcomes of our discussions. I asked to see you to discuss the matter of consent forms for your Guide unit and the situation which arose at the District meeting last month.

You admitted that on at least two occasions you had taken the Guides on outings without first circulating consent forms to be completed by the parents. We agreed that this was a basic requirement of Girlguiding's procedures and I explained that the forms were vital in case of a medical emergency. It was not acceptable to say that there had been no time to get them in. Either the activity should have been planned sufficiently far ahead for this to be done, or it should not have taken place at all. You acknowledged this, and you agreed you would carefully comply with the procedures from now on.

We agreed that during this month I will arrange some additional training for you on the procedures involving organising activities and that we will review this matter in November.

It is necessary to inform you that if there are any further instances of failure to comply with Girlguiding procedures, I shall have to consider what further steps need to be taken. This may involve the restriction or withdrawal of your volunteer role(s).

Of course, I hope this will not be necessary and I am confident that you will adhere to the recommendations that have been made.

Thank you for all the dedication and time that you give to guiding.

Yours sincerely,

Ann Other

County Commissioner  
Girlguiding Anyregion

## Appendix 2

### Circumstances for restricting, suspending or withdrawing a volunteer's role(s)

#### Example 1: a serious event or behaviour that occurs outside guiding.

This could be information contained on a disclosure certificate or behaviour that leads the Commissioner to believe that there is a risk either to the members or to the reputation of Girlguiding. It could also be disclosed by the police or Children's Services as a result of an investigation that is either ongoing or has been completed, and which suggests that the individual is a risk to young people.

#### Example 2: a serious offence or behaviour that occurs within Girlguiding.

This could be behaviour that has put a member or members at risk of harm, or has put the reputation of Girlguiding at risk. It could also be that the individual has knowingly been responsible for substantial financial irregularities.

In the case of physical, sexual and emotional harm, Girlguiding is legally required to report the incident through the Local Authority Designated Officer (LADO), the Local Safeguarding Children Board (LSCB) or the local Children's Services, following the local process.

#### Example 3: actions that contravene Girlguiding's Data Protection Policy.

This could be the misuse of data contained on Go!, for example accessing data beyond your own permissions, passing login details to another individual, or passing data to a third party without permission from the Data Controller. It could also include misuse of electronic systems of communication such as email.

#### Example 4: a series of relatively small incidents that accumulate over time and make the County Commissioner conclude that the person is unsuitable to be involved in guiding.

This could be a pattern of behaviour that leads the Commissioner to believe that the safety of the members is at risk, for example failure to adhere to the policies of Girlguiding as laid out online in *The Guiding Manual*.

#### Example 5: health concerns.

There are occasions when the physical or mental health of a volunteer suggests that they are not well enough to carry out their volunteer role. In some situations the volunteer will have insight into her current situation and either take a break from guiding or negotiate a change of role until her health improves. However, if she does not, action might need to be taken by following either the suspension or the restriction process.

#### Example 6: concerns about a partner or family member.

There may be occasions when a member is supporting a partner or family member during an investigation by the police or Children's Services. Following a meeting, it may be appropriate for the member to be suspended or restricted pending the outcome of the investigations.

## Appendix 3

### Example letter: Suspension

Dear

I am writing to inform you that we have been contacted by the police/Children's Services regarding an investigation involving you, and therefore we will be temporarily suspending your volunteer role(s) pending the outcome of this investigation. Your role(s) within Girlguiding have been made inactive from the date of this letter and this decision will be reviewed by [insert date here].

Unfortunately this means that you must not attend meetings or events run by Girlguiding or make contact with any girl members of the units until further notice. If you do not adhere to these conditions, this may result in immediate withdrawal of your membership.

I would also like to reassure you that this information remains confidential.

If you have any queries please contact Volunteer Support on 020 7834 6242.

Yours sincerely

Volunteer Support  
Girlguiding

## Appendix 4

### Example letter: Informing parents

Dear Parent

It is with regret that I am writing to let you know that the [insert unit name] is unable to meet for the next [insert weeks here] as the members of the Leadership Team are unavailable to run the unit meetings.

I hope that unit meetings will start back on [insert date here]; however, you will be contacted if there is a change to this date.

We are sorry that your daughter will be unable to attend her normal unit meetings and would suggest that she looks at our website [www.girlguiding.org.uk](http://www.girlguiding.org.uk) to undertake some of the programme activities online.

If you feel you need to contact me, please do not hesitate to email me at [insert email] or call on [insert number].

Yours sincerely

Commissioner  
Girlguiding

## Appendix 5

### Dealing with financial concerns in guiding

From monitoring adult membership enquiries, it is apparent that issues surrounding the handling of finances repeatedly cause concern. In cases where there is a strong suspicion that guiding funds have been misappropriated (eg fraud is suspected), it is necessary to keep the Chief Commissioner fully informed. The following steps may also need to be taken.

#### Immediate action

If the individual concerned is a signatory to any bank accounts, the bank mandate(s) should be terminated immediately by the other signatories. Bank practice varies and it may be necessary to open a completely new account with new signatories. The balance from the old account can be transferred once the matter is resolved.

#### Meeting

Arrange a meeting with the individual concerned to ask her to explain the whereabouts of any missing money. At least two representatives of local guiding should attend the meeting. A careful note of what is said should be recorded and signed by all parties. A meeting should be held on neutral ground and it is important that it is held where others cannot overhear.

#### Note

If it is suspected that a crime has been committed, the police should be informed.

#### Tracing funds

If the person concerned has moved away and cannot easily be traced, the Commissioner has a duty to try to recover any missing funds, but only if it is cost-effective. The expense of involving outside agencies to recover small amounts may not be justified.

#### Recovering funds

In cases involving a forged signature on cheques or withdrawal forms, the bank or building society will normally be liable to make full restitution to the account. However, banks can be reluctant to do this and therefore it may be difficult to achieve depending on the circumstances.

In some cases, it may be possible for the individual concerned to agree to a repayment plan. This can be arranged over a period of time and the individual should also have a restriction placed on her role stating that she should not be allowed to handle guiding finances. If necessary, or if the amount is felt to be worth pursuing, she may be sued in the small claims court or county court for the amount misappropriated. Please seek guidance from Volunteer Support if you are considering this.

It is also worth noting that Sections 72 and 73 of the Charities Act 1993 make it a criminal offence punishable by imprisonment and/or a fine to act as a charity trustee while disqualified. Disqualification can include undischarged bankruptcy, disqualification as a company director or conviction for any offence involving dishonesty or deception.

## Appendix 6

### Girlguiding Restriction Form

You may photocopy this blank form, but once completed the details given must remain confidential.

#### Volunteer's details

Name:

Registration number:

Previous name(s):

Other names known by:

Address:

Postcode:

Telephone number:

Email:

Date of birth:

County:

Country/Region:

Date of criminal record disclosure check:

#### Request for withdrawal/restriction

This form requests (please tick):

- Suspension of membership
- Refusal of membership
- Restriction of membership
- Withdrawal of membership

Detail of restriction requested:

Continues over page

### Background to the request

Tick the appropriate box(es) reflecting your reason(s) for submitting this form.

- Unfavourable criminal record disclosure.
- Unsatisfactory reference(s).
- Financial irregularities.
- Convicted of offence(s) involving children or young people.
- Personal circumstances continuing to give cause for concern about suitability to work with children or young people, eg partner's activities.
- Personal circumstances continuing to give cause for concern about suitability to work with children or young people, eg health issues, special educational needs.
- Suspended pending investigation - please give review date for suspension:
- Other reason(s) - please specify briefly:

Please provide any relevant additional information to support your reasoning.

Has the individual been informed of this action?

- Yes  No

### Additional information

Please give any further relevant and factual information (for example, the above-named person resigned before an investigation could be completed).

#### For use at Girlguiding Headquarters

Volunteer Support

Signed:	Name: <small>(please print in capital letters)</small>
---------	---

Date:
-------

#### Chief Guide or Chief Executive

Date recorded on Go!:
-----------------------

Signed:	Name: <small>(please print in capital letters)</small>
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## Appendix 7

### Example letter: Restriction

Dear

I am writing to advise you that we are authorising your role within Girlguiding to continue, with the following restriction(s), *[insert restrictions]*, for the next three years. At that time the restriction(s) can be reviewed at your request.

I appreciate that you enjoy volunteering with the unit and on behalf of Girlguiding I wish to thank you for your commitment to the organisation and wish you all the very best for the future.

Yours sincerely

Volunteer Support  
Girlguiding

## Appendix 8

### Example letter: Acceptance

Dear

Thank you for sending me your disclosure certificate to view. Please find it enclosed.

I have carefully considered this matter and am writing to advise you that we are authorising your appointment to continue because the offence(s) *[were committed a long time ago/are very minor/are unrelated]* and are not considered relevant to the role you are undertaking.

On behalf of Girlguiding, I wish to thank you for your commitment to the organisation and wish you all the very best for the future.

Yours sincerely

Volunteer Support

Girlguiding

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## Appendix 9

### Example letter: Refusal

Dear

Thank you for sending me your disclosure certificate to view. Please find it enclosed.

I have been in consultation with *[insert Chief Commissioner]* for Girlguiding *[insert Region]* and I am writing to inform you that based on the information disclosed and the further discussions with you and with local guiding members, the decision has been made to refuse your application for membership at this time.

Unfortunately this means that you must not attend any Girlguiding function, event or meeting.

If your child is involved in guiding, you may attend in a parental capacity only, for example dropping off and collecting your child. You must not assist with any events, trips or meetings.

Please could you sign a copy of the enclosed letter within 21 days and return it to Volunteer Support. This provides us with assurance that you have understood and will abide by our decision.

Yours sincerely

Volunteer Support

Girlguiding

## Appendix 10

### Example letter: Withdrawal of membership

Dear

I am writing to inform you that the decision has been made to withdraw your membership of Girlguiding.

*[Insert a paragraph explaining the reason why membership has been withdrawn.]*

*[If Girlguiding is aware that this individual is involved in the Trefoil Guild or Scout Association, a paragraph should be included to inform the individual that the other organisation(s) will be notified of this withdrawal.]*

Unfortunately this means that you must not attend any Girlguiding function, event or meeting. If your child is involved in guiding, you may attend in a parental capacity only, for example dropping off and collecting your child. You must not assist with any events, trips or meetings.

Please could you sign a copy of the enclosed letter within 21 days and return it to Volunteer Support. This provides us with assurance that you have understood and will abide by our decision.

You have the right to appeal against the decision provided that you have new information or evidence which has not already been considered by Volunteer Support. This must be submitted in writing within 28 days of the date of this letter to the following address:

Volunteer Support  
Girlguiding  
17-19 Buckingham Palace Road  
London  
SW1W 0PT.

Your request to appeal the decision will be considered at the discretion of the Chief Guide.

Yours sincerely

Volunteer Support

Girlguiding



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