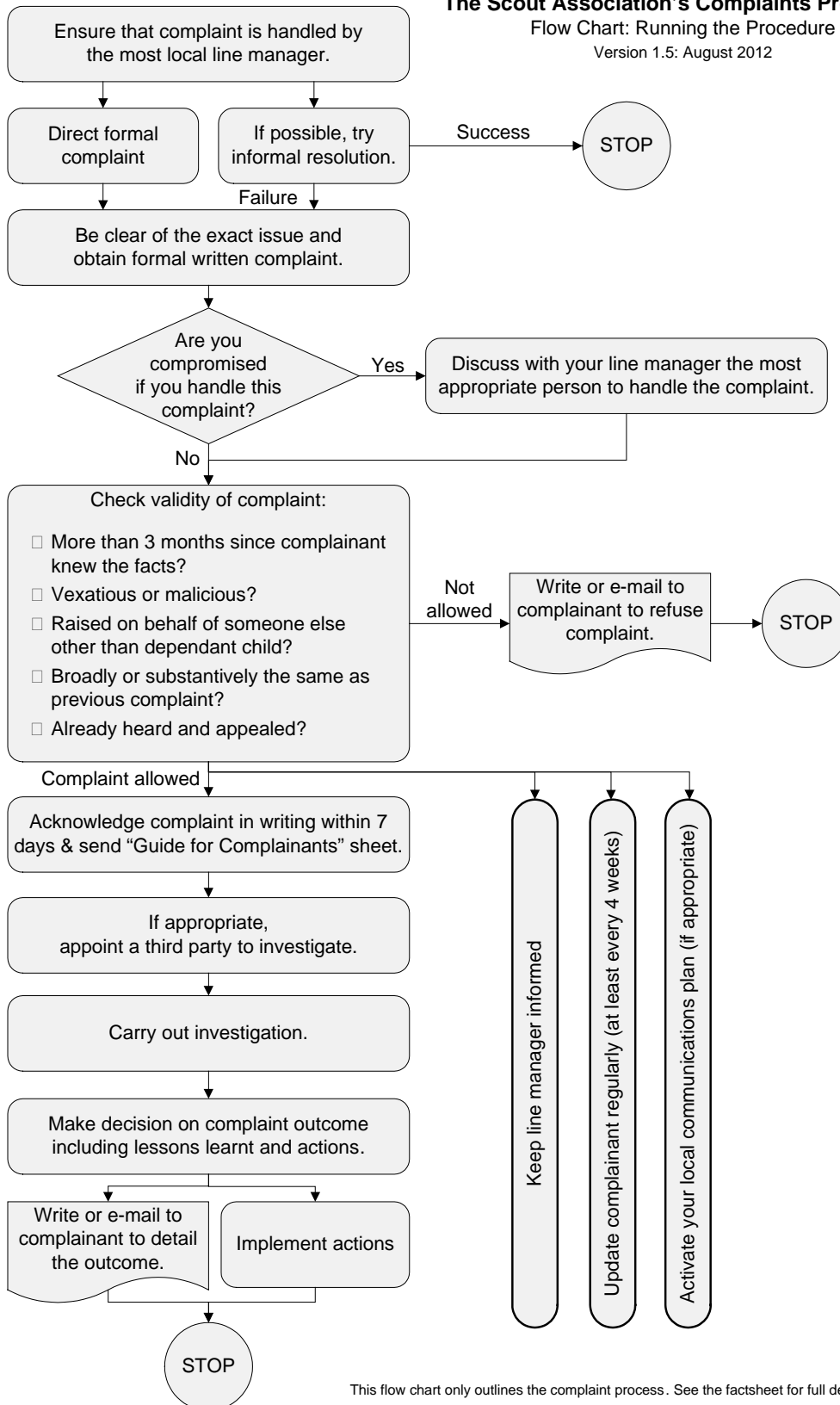


## The Scout Association's Complaints Procedure

Flow Chart: Running the Procedure

Version 1.5: August 2012



This flow chart only outlines the complaint process. See the factsheet for full details.