



Girl Scout Conflict Resolution Form

INSTRUCTIONS

Once the form is complete, please submit it to our customer care team at customercare@girlscoutsww.org. Upon receipt of this form, the assigned staff member will begin the information gathering process and contact the individual who submitted the form. We ask that those submitting the form assist in containing the situation by not communicating to parties not involved or using social media to discuss the issue(s). Appropriate time will be needed for Girl Scouts staff to gather information and speak with necessary parties to aid in the resolution process.

Information: (please fill out the below section to the best of your ability)

Person Submitting the Form

First and Last Name		Service Unit Name
Email Address		Troop Number
<input type="checkbox"/> Youth <input type="checkbox"/> Caregiver <input type="checkbox"/> Volunteer If a Volunteer-Role/Position?		

Other Party in the Conflict

First and Last Name		Service Unit Name
Email Address		Troop Number
<input type="checkbox"/> Youth <input type="checkbox"/> Caregiver <input type="checkbox"/> Volunteer If a Volunteer-Role/Position?		

Other Parties Involved

Any Staff Involved
All Parties Involved

Have you tried to resolve the matter directly with the other person involved?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you asked the troop leader for assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you asked the service unit manager for assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you asked the volunteer support manager for assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No



Problem Statement	
Please describe the situation you are reporting. If you answered yes to trying to resolve the matter directly, please explain what attempts were made. (Please attach any relevant documentation with submission.)	
Preferred resolution and/or next step(s):	

I agree that this statement is true and based on my first-hand knowledge. I also agree to respect the Girl Scout experience by keeping this matter among only the parties involved.

Name: _____ Date: _____

<i>For office use only. To be completed by Girl Scout staff.</i>	
Staff Name	
Salesforce Case Number	
Date Complete	