

## Incident Reporting Form Guide

Below are the instructions found on the Incident Reporting Form (Form B):

Please use this form to report behavior incidents that include verbal, written, or physical threat to others, continued inappropriate language, and/or continued violation of the [Girl Scout Promise and/or Law](#).

This form (B) can be used to report mental health concerns of a member. Be as detailed as possible so that GSNI can be of support.

This form should be completed and submitted within 24–48 hours of the incident—the earlier the better. If there is additional information to share, please contact [customercare@girlscoutsni.org](mailto:customercare@girlscoutsni.org).

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The Accident (Injury) Reporting Form (Form A) can be found [here](#).

The approximate form completion time is 10–15 minutes. When the form is first entered, it appears that Question #8 is the last, however the form “branches” from there and can go as short as #16 and as long as #18, based on yes or no answers. It is suggested to familiarize yourself with this form at the beginning of each membership year.

The link to the online [Incident Reporting Form](#) can be found in the following locations: Safety Activity Checkpoints, Volunteer Essentials, Rallyhood, Volunteer Toolkit, Website, New Leader Bag, Volunteer Training, gsLearn, Admin Guide, Summer Camp Staff Manual, and GSNI Policy and Procedures for Volunteers Manual.

The troop leadership addressing the youth/adult behavior is responsible for completing this form. This is essential, as they know the information firsthand.

A GSNI Member Support Specialist or another employee will be available to help with clarifying interviews (youth or adult) to provide a neutral focus, when necessary.

If a parent has a behavior concern with a GSNI volunteer, they should reach out to [Customer Care](#) or a GSNI staff member. The staff member should complete the Incident Report Form on the parent’s behalf.

If a parent has a behavior concern with a youth member, they should address the concern with the leadership volunteer or staff member of their troop/group.

**This form should be used to document verbal warnings as well.** This documentation will go on file in the case that these behaviors continue or resurface in the future.

Please preserve any supporting documentation (screenshots of text messages, screenshots of Facebook Messenger, copies of emails, etc.). You may be asked by a GSNI staff member to provide this information via email as the incident is discussed.

A staff member will reach out within two business days, if requested. All documented information will remain confidential with the Director of Member Experience and necessary staff.