

American Camping Association  
Northern California Section

Complaint Resolution Chair Report  
October 28, 2004

**2004 complaints**

I am pleased to report that only 1 complaint was received this summer, and the matter will most likely be resolved informally with no formal action taken by the complainant. The complaint was filed by an international staff member who was terminated during the summer, and objected to the way it was handled. Many of the complainant's issues are with the placement agency and not the camp.

**Activity**

I have prepared a newsletter article for the upcoming newsletter that contains my annual thank you for all of the communication and hard work performed by camp directors in keeping their constituents happy and content.

**Board action**

None required.

Submitted by

Dan Gelineau  
Complaint Resolution Chair

American Camping Association  
Northern California Section

Repeat Complaint Policy for Member Camps

The national Board of Directors of the American Camping Association has approved adding procedures for dealing with repeated offenders to the “Complaint Resolution Process Manual for Sections.” Section one of the manual states, “Each section should determine what constitutes a repeat offender.”

The Northern California Section Board has adopted the following policy as its threshold for multiple offenses in ethics and standards.

1. Any camp receiving three or more valid complaints during a two-year period.

In working with camps who receive complaints, the section Complaint Resolution Chair will investigate the complaint(s), and only complaints deemed valid and a violation of ACA’s Code of Ethics will be counted towards the threshold level. In addition, multiple complaints received from campers/parents related to a single incident (i.e. one counselor losing his temper and being verbally abusive to several campers at one time) will be considered as a single complaint for purposes of the threshold stated above.

As ACA board members, and acting primarily through the actions of the Complaint Resolution Chair, we will do all we can to assist any accredited camp in resolving conflicts that comes to our attention through the complaint resolution procedures of the association.