

How to Manage Broken Rules in the Girl Scout Cookie Program

Rules are in place for a reason, and during the Cookie Program, sometimes rules are not followed, but it's essential to remember to be a Girl Scout and uplift the values in our promise and law. Be friendly, helpful, considerate, and caring to all involved parties. Usually, it is a simple mistake, but sometimes violations may need to be elevated. Please follow the chart below for guidance on how to handle broken rules.

First Offense

The first time an issue is reported it's important to redirect and educate the parent/volunteer on the "rule" and "why" it is important. Approach them kindly and explain the rules and how they are breaking it. Go in with the mindset of they did not know and use it as a teachable moment.

Second Offense

The second time the offender is reported for **breaking the same rule**, continue to redirect and reeducate the "rule" and "why" it is essential and inform them of the consequence if it happens again (i.e., reporting them to the council). Contact the Troop Cookie Coordinator and/or Leader to help educate the parent/volunteer on the rules for the Cookie Program.

Third Offense

The third time the offender is reported for **breaking the same rule**, report to GSOC with documentation of the first two incidents. Council will call the offender to discuss the situation and consequences.

Consequences will be determined by council staff on a case-by-case basis but may include possible loss of a booth sale, a requirement to attend an in-person training at the council, etc. You may not be told what consequences have been taken.

Important Reminders:

We all get frustrated sometimes.

It's important to acknowledge your frustrations. If you feel unable to speak kindly to the offender or are too upset about the situation, ask another Service Unit team member to talk to them.

Make sure to understand the rule before enforcing it.

Always double-check the rules (sometimes they can change from year to year).

Call Entrepreneurship if you are unsure if a rule has been broken or need a better understanding before reaching out to the offender.

To report an issue, email customer-care@girlscoutsoc.org with subject line: "Cookies Third Offense". Include Name and troop number, if applicable, and documentation on instances the person was previously spoken to.