Complaints Form

All complaints arising during a Church –related activity (with the exception of complaints about abuse) should attempt to be resolved by discussion between the parties involved. If this is not possible, this form should be completed and sent to your local parish.

Name: _____

_____

_____

_____

Email: _____

Telephone Number:_____

Details of complaint continue on separate page if necessary): _____

_____

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CHILD SAFEGUARDING CONCERN

If you have a child safeguarding concern or wish to raise a matter from the past you may contact any of the following:

Diocesan Designated Person
Mr. Cathal Cullen 087 100 0232 or

Deputy Designated Liaison Person
Ms. Rose Brophy 087 331 4330

Garda National Protective Services
01 6663430/35

Civil Authorities
Tusla Child & Family Agency Carlow
Kilkenny area 052 617 7302
Laois, Offaly— 044 935 3997

Co-ordinator of Safeguarding
Sr. Ena Kennedy 087-1953850
safeguarding@ossory.ie

For local information on safeguarding practice and policy liaise with your local Safeguarding Representative whose contact details are available from your local Parish Office

For further information and resources please visit our website:

WWW.OSSORY.IE

DIOCESE OF OSSORY

Parish Activities

Information & Guidance for Parents, Children and those working with Children and/or Vulnerable Adults

Introduction

The Diocese of Ossory values and encourages the participation of young people and vulnerable adults in parish initiatives. We recognise each person as a gift from God, and we value and encourage participation of children and vulnerable adults in all activities that enhance their spiritual, physical, emotional, intellectual and social development.

The diocese undertakes to do all in its power to create a safe environment for young people and vulnerable adults and to ensure their protection from neglect, physical, sexual and emotional abuse.

All safeguarding policies and procedures are in line with *the Safeguarding Children Policies for the Catholic Church in Ireland 2016* which comply with *Children First Safeguarding Guidelines.* Further details are on the diocesan website www.ossory.ie. The following are an indication of the safeguarding measures in place:

- Ensuring that all Clergy, Staff and Volunteers working with young people and vulnerable adults are carefully recruited, selected, trained and supported.
- Ensuring that there is adequate preparation and training in best practice guidelines.
- Appointment of Designated Persons for each initiative. Making people aware of procedures for responding to any protection concerns.
- Having a code of conduct for adults and young people.
- Number of leaders/supervisors will be in line with supervisory requirements during all activities.
- Proper safeguarding records will be maintained safely and securely.
- Two persons will be assigned the role of designated persons to receive any complaints.

Code of Conduct for Adults working with Children or Vulnerable Adults

It is important for all employees, volunteers and others in contact with children and vulnerable persons to:

- Treat all children and vulnerable persons equally and with respect and dignity, regardless of ability, ethnic origin, cultural background, sexual orientation or religion.
- Model positive, appropriate behaviour at all times
- Be aware of the Church's Safeguarding policy
- Challenge and report abuse and potentially abusive behaviour
- Work in an open environment and develop a culture of honesty and safety where children and vulnerable persons have permission to tell and to talk about any concern or worries that they may have
- Respect each persons boundaries and support children and vulnerable adults to develop their own understanding and sense of their rights
- Be aware of the responsibility for the safety of all persons in their care
- Help children to know what they can do if they have a problem

Safeguarding Policy and Procedures are available on the Diocesan Safeguarding Website

www.ossory.ie

Code of Conduct for Young People

We are happy and thankful to you for choosing to become involved in your Parish. In order that you will enjoy, benefit from and feel safe while participating in church activities you should:

- Respect all church property
- Be nice to others and treat everyone with kindness because we are all God's children
- Agree not to hurt anybody by what you say or do.
- Agree to follow the rules of your group.
- Arrive at the agreed time.
- Talk to the person in charge if you have a problem; don't keep it to yourself.
- Do not use your phone while in church or during church activities.
- Make your own arrangements with your Parents/Guardians to get to and from the Church safely.
- Let someone know if you can't attend.
- Sign the register each time you attend.

If you have any worries about your role, please speak to your Parents/Guardians who will contact the Priest/Activity Co-ordinator to discuss the matter.

The welfare of the young person and the vulnerable adult is paramount in all decisions, activities and programmes in which they may be involved