



Fact sheet: Managing Safeguarding Complaints

If a Safeguarding Complaint is reported to the Safeguarding Office, it is essential the safety of the Child/ren and/or the Adult at Risk continues to be protected; support is provided to the Child, Adult at Risk, Child's parent/guardian, and Adult at Risk's family (if appropriate); and that the Respondent is treated fairly.

The Safeguarding Office will work together with the Parish Priest or Agency Head to manage and respond to the matter. The matter should be kept confidential unless and until the Safeguarding Office indicates otherwise.

In addition, each Parish and Agency should take the following steps:

Steps in relation to Children or Adults at Risk

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- Stay calm, listen carefully and patiently.
- **Reassure** them that it was right to tell you. Explain that you will have to inform the appropriate authorities.
- **Record** what they have said as soon as possible after the meeting using their own words as far as possible.
- **Report** as appropriate – contact the Safeguarding Office
- If the complaint is brought by an Adult at Risk, provide them with the contact details of the Safeguarding Office.
- Do not speak to other Children or adults about the matter until approval is received from the Safeguarding Office

Steps in relation to parent/guardian of a child or carer/family of an Adult at Risk

These steps should only be taken if the Safeguarding Complaint does not relate to a risk or concern in relation to the Child or Adult at Risk's parent/guardian or carer/family.

- Provide the parent/guardian/carer of any Children or Adult at Risk (if appropriate) affected by a Safeguarding Complaint with the contact details of the Safeguarding Office
- Seek the parent/guardian's permission before communicating with their Child.
- Do not speak to other parents/guardians or adults about the matter until approval is received from the Safeguarding Office

Steps in relation to Clergy, Religious Appointee, Employee or Volunteer who is the Respondent

- Due to the sensitivities involved, no steps should be taken without receiving advice from the Safeguarding Office.