

## Sharing Knowledge

*“And the people complained in the hearing of the Lord about their misfortunes, and when the Lord heard it, his anger was kindled, and the fire of the Lord burned among them and consumed some outlying parts of the camp. Then the people cried out to Moses, and Moses prayed to the Lord, and the fire died down.” – Numbers 11:1-4*



### Sharing Knowledge Resource 3.

## Recording Safeguarding Concerns and Complaints

The Archdiocese of Sydney encourages the reporting of Safeguarding Concerns and/or Complaints by an individual who reasonably and in good faith suspects unacceptable practice or behaviour by a person associated with the Archdiocese of Sydney through employment, contract or volunteering.

Standard 6 of the National Catholic Safeguarding Standards and the Child Safe Standards, requires Parishes, Agencies and Chaplaincy Communities to implement and evidence the following:

- Complaints are taken seriously and responded to promptly and thoroughly;
- There are clear procedures that provide step-by-step guidance on what action to take for different types of complaints, including breaches of Codes of Conduct, disclosures, allegations or concerns of abuse of a child, be they historic or current;
- Processes are in place to record all child abuse complaints, incidents, allegations, disclosures, concerns and referrals; Recording includes notes regarding actions taken, including all internal investigations and reports made to statutory authorities or professional bodies; and
- Records to be secure so that confidential information is stored, protected and retained for 50 years; and only delegated personnel is to have access to complaint records.

To assist Parish, Agencies and Chaplaincy Communities comply and evidence Standard 6 the Safeguarding Office has developed a suite of documents to help Clergy, Agency Heads and Workers with Safeguarding Complaints and/or Concerns that come to their attention such as:

### **Flowchart: Reporting Safeguarding Complaints:**

This Flowchart assist Clergy, Agency Heads and Workers in how and where to make report when they suspect that a person has acted in a manner that is inappropriate or unsafe towards a Child.

### **Form: Reporting Details of Safeguarding Complaint:**

This form is to be filled out by Clergy, Agency Head, or any person who suspects a Reportable Crime, Reportable Allegation, conviction considered to be a Reportable Conviction, or otherwise has a Safeguarding Concern.

### **Flowchart: Managing Safeguarding Complaints:**

This flowchart sets out the steps for managing a Safeguarding Complaint after it has been notified to the Safeguarding Office.

The Safeguarding Office urges you not to see complaints or concerns as a negative, in fact complaints and concerns can help to create really important change. The Royal Commission is a great example of how complaints and concerns create change. The Safeguarding Office is always happy to support you with any Safeguarding concerns or complaints that come your way. For more information on the above topics visit the [Safeguarding Website](#).