



## Fact sheet: Managing Safeguarding Complaints

**If a Safeguarding Complaint is reported to the Safeguarding Office, it is essential the safety of Children and Adults at Risk continues to be protected; support is provided to the Child's parents/guardian and the Adult at Risk's carer; and that the Respondent is treated fairly.**

When a Safeguarding Complaint is reported to the Safeguarding Office, 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 3 'R's

- Stay calm, listen carefully and patiently.
- **Reassure** them that it was right to tell you. Explain that you will help them find the right people to talk to
- **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.
- 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 or carer/family

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

- Provide the Adult at Risk or the parent/guardian of any Children and/or carer of the Adult at Risk 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 parent/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.