

Complaints Form

All complaints arising during a Church-related activity (*with the exception of complaints about child 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: _____

Address: _____

Email: _____

Telephone Number: _____

Details of complaint (continue on separate sheet if necessary):

Signature: _____

Date: _____

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:

Civil Authorities

An Garda Síochána

Enniscorthy Gardaí: 053 9242580
Gorey Garda: 053 9430690
New Ross Gardaí: 051 426030
Wexford Gardaí: 053 9165200
Child Sexual Abuse Free-Phone 1800 555 222

Tusla

Enniscorthy : 053 9233465
Gorey: 053 9430100
New Ross: 053 9123522 Ext. 201
Wexford: 053 9123522 Ext. 201

Diocesan Designated Liaison Person:

Marian Stack

Office: 053 9122177
Mobile: 085 1055992

For information on Safeguarding Training or for general information or queries on safeguarding issues please contact:

Colette O'Doherty
Safeguarding Coordinator
Office: 053 9174972
Mobile: 087 9474513
Email: coletteodoherty@ferns.ie

For more information and further resources please visit our website: **www.ferns.ie**

Parish Support:

Name of Parish _____

Priest: _____

Tel: _____

Name of Parish Safeguarding _____

Rep: _____

Tel: _____

Parish Youth Activities



Safeguarding Procedures

Information for Parents

Everyone in the Catholic Church has an obligation to ensure that young people are safeguarded from harm, and that each young person's rights are protected.

This leaflet tells you how we will create a safe environment for your child, and what you should do if you have any queries, concerns or issues.



Safeguarding Office
Bishops House
Summerhill
Wexford
Tel: (053) 9174972

Introduction

The Diocese of Ferns values and encourages the participation of young people in parish initiatives. We recognise each child as a gift from God, and we value and encourage the participation of children 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 to ensure their protection from neglect, physical, sexual and emotional abuse.

All safeguarding policies and procedures are in line with the Diocesan Safeguarding Policies which comply with National Safeguarding Guidelines further detail of which are on the diocesan website www.ferns.ie. The following are an indication of the safeguarding measures in place:

- * Ensuring that all Clergy, Staff and Volunteers working with children and young people 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.

The welfare of the young person is paramount in all decisions, activities and programmes involving young people.

Code of Conduct for Clergy, Staff & Volunteers Working With Children & Young People

1. Treat all children and young people with respect.
2. Be visible to others when working with children/young people.
3. Clergy, staff and volunteer workers should never plan to be alone in a building, car or a closed room with a child or young person. If one to one contact takes place in an emergency, inform the parent and make a written record of the matter.
4. Providing accommodation in the parochial house for minors is prohibited except in the case of family members or children/young people accompanied by parents or guardians. When the need for a visit to the home of a child/young person arises, professional boundaries must be observed at all times.
5. Written joint consent must be obtained from parents/guardians before organising activities for the children/young people in your care.
6. Particular care should be taken to ensure that the privacy of children/young people is respected in places such as swimming pools, showers, toilets and changing rooms.
7. Avoid spending excessive time with children/young people, away from others.
8. All organised trips require careful planning and adherence to supervision ratios.
9. Do not take photographs of children/young people while they are in changing areas (eg locker room or bathing facility). Parental consent for take photographs must always be sought.
10. Use only age appropriate language, media products and activities when working with children and young people. Sexually explicit materials or language are never appropriate.
11. Under no circumstances give alcohol, tobacco or drugs to children or young people.
12. The physical integrity of children and young people must be respected at all times. Sexual relationships, physical punishments, emotional or verbal abuse are not permitted under any circumstances..
13. Ensure that the buildings and/or facilities used for activities with children and/or young people are suitable, safe and secure.

Code of Conduct for Young People

At the beginning of each youth group/activity, the Code of Conduct will be developed along with the young members and will include the following core elements as relevant:

1. Be kind to and treat each other with respect regardless of ability, ethnic origin, and cultural background.
2. Ensure that appropriate boundaries are maintained in the relaxed environment of the youth group. Physical contact between young people and leaders will be of an appropriate nature at all times.
3. Do not engage in bullying of any kind and report any such behaviour if you become aware of it. Physical, emotional or verbal abuse is not permitted under any circumstances.
4. Inappropriate language or sexually suggestive comments or gestures are unacceptable.
5. Young people have been made aware of the tasks and responsibilities to be requested of them - appropriate to their age and capacity. Actively engage in the activity and contribute to the best of your ability in an age appropriate manner.
6. Adequate, gender-appropriate, supervision for boys and girls is essential on all occasions.
7. Discipline requirements and sanctions have been agreed by leaders and young people. These are clearly define and implemented consistently.
8. Respect all church property and the property of others as well as taking care of our own.
9. Report any behaviour that makes us feel uncomfortable to the person in charge or someone designated for this purpose.
10. Follow the instructions and directions of the activity leader.
11. Arrive on time and depart at the appropriate time from the church activity.
12. Do not have in your possession any substances or materials that may pose harm to any member of the group.
13. Do not take audio or visual recording of anyone present at the church activity without the approval and monitoring of group leaders.
14. Keep mobile phones on silent.
15. Remain in a supervised area at all times during the church activity.