

Complaints Form

Complaints arising during a Church-related activity (*with the exception of complaints about child abuse*) can often 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: _____

If you would like more information, have a child safeguarding concern, or wish to raise a matter from

the past please contact:

Emma Fitzgerald
Director of Safeguarding / DLP
053 917 4972
safeguarding@ferns.ie

For out-of-hours urgent matters,
please call Emma on 087 718 5541

Or 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

Tusla

Enniscorthy : 053 9233465

Gorey: 053 9430100

New Ross: 053 9123522 Ext. 201

Wexford: 053 9123522 Ext. 201

Child Sexual Abuse Free-Phone 1800 555 222

Parish Support

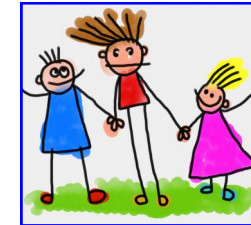
Parish Priest:

Tel: _____

Parish Safeguarding Rep:

Tel: _____

Young People and Parish Activities



Diocese of Ferns Safeguarding Information for Parents

Safeguarding is Everybody's Business!
We have an obligation to ensure that young people
and the adults who look after them,
are free from harm, and their rights protected.

This leaflet contains information about
how our clergy, staff, and volunteers will create a
safe environment for your child, and what you should
do if you have any queries or concerns.



*Safeguarding Office
Bishops House
Summerhill
Wexford*

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 details 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, Garda Vetted, trained and supported.

~ Appointment of Leaders / Supervisors for each parish activity.

~ Number of leaders / supervisors will be in line with safeguarding requirements during all activities.

~ Ensuring there is adequate preparation and adherence to best practice guidelines.

~ Having a code of conduct for adults and young people.

~ Making people aware of procedures for responding to any safeguarding concerns.

~ Proper safeguarding records will be maintained and kept safely and securely.

~ Complaints to be dealt with appropriately.

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.
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 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 (ex. locker room or bathing facility). Parental consent for taking 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

On commencement of groups/activities, a Code of Conduct will be developed in consultation with group 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 whilst in attendance at groups/activities. 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. Discipline requirements and sanctions have been agreed by leaders and young people. These are clearly defined and implemented consistently.
7. Respect all church property and the property of others as well as taking care of our own.
8. Report any behaviour that makes us feel uncomfortable to the person in charge or someone designated for this purpose.
9. Follow the instructions and directions of the activity leader.
10. Arrive on time and depart at the appropriate time from the church activity.
11. Do not have in your possession any substances or materials that may pose harm to any member of the group.
12. Do not take audio or visual recording of anyone present at the church activity without the approval and monitoring of group leaders.
13. Keep mobile phones on silent.
14. Remain in a supervised area at all times during the church activity.
15. Adequate, gender-appropriate, supervision for boys and girls is essential on all occasions.