

## COMPLAINT FORM

*Complaints arising during a Church-related activity should ideally be resolved by discussion between the parties involved. If this is not possible, this form should be completed and sent to your local parish priest. If you cannot submit the form at parish level or if the matter is unresolved, it can be sent to the Diocesan Office, Bishop's House, Old Dublin Road, Carlow.*

Name of person making the complaint:

\_\_\_\_\_

Email: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Name of Parish: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Details of complaint continue on a separate page if necessary:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

*If your complaint is in relation to a child welfare concern or concerns any form of abuse of a child or vulnerable adult, please contact the DLP. See details overleaf.*

## A SAFEGUARDING CONCERN

*If you have a safeguarding concern or wish to raise a safeguarding matter from the past you may contact any of the following:*

### *Diocesan Designated Liaison Person (DLP)*

Ms. Ailish Higgins Tel 085 802 1633

Email: [dlp@kandle.ie](mailto:dlp@kandle.ie)

### *Deputy DLPs*

Ms. Michele Hughes Tel 086 1710643 and

Fr. Micheál Murphy Tel: 086 8244629

### *Garda National Protective Services Bureau*

01 6663430/35                      1800 555 222

### *Tusla Child & Family Agency*

Kilkenny & Carlow area - 052 617 7302

Laois & Offaly - 044 935 3997

Kildare & West Wicklow - 045 839 300

### *HSE Safeguarding Vulnerable Adults*

**Carlow, Kilkenny: Tel: 056 778 4325**

Email: [safeguarding.cho5@hse.ie](mailto:safeguarding.cho5@hse.ie)

**Wicklow: Tel: 01 216 4511**

Email: [safeguarding.cho6@hse.ie](mailto:safeguarding.cho6@hse.ie)

**Kildare, Wicklow: Tel: 045 920410**

Email: [safeguarding.cho7@hse.ie](mailto:safeguarding.cho7@hse.ie)

**Laois, Offaly: Tel: 01 6914632**

Email: [safeguarding.cho8@hse.ie](mailto:safeguarding.cho8@hse.ie)

### *Towards Healing*

**Is a free and confidential counselling service for survivors of institutional, clerical and religious abuse.**

**Tel: 1800 303416 [www.towardshealing.ie](http://www.towardshealing.ie)**

### *Towards Peace*

**Spiritual support for survivors of abuse**

**by Catholic Church personnel in Ireland.**

**Phone: 01 5053028 / 086 7710533**

Data Protection Notice. The personal data collected on this form will only be used to process complaints received by the Diocese or a Parish. The information may be shared with the appropriate Diocesan personnel and will be retained for as long as is required and then securely deleted.  
February 2024



# Parish Activities Information & Guidance

*for Parents, Guardians,  
Children, Vulnerable Adults  
and those working  
in parishes.*

*Further information on safeguarding  
best practice in your parish is available  
from your  
Local Safeguarding Representative*

*or*

**[www.kandle.ie](http://www.kandle.ie) or  
[www.safeguarding.ie](http://www.safeguarding.ie).**

## Introduction

The Diocese of Kildare and Leighlin values and encourages the participation of young people and vulnerable adults in parish activities. We recognise each person as a gift from God, and we value and encourage participation of children and vulnerable adults 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 vulnerable adults and to ensure their protection from neglect, physical, sexual, and emotional abuse.

All safeguarding policies and procedures are in line with the National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI) *Safeguarding Children Policy and Standards for the Catholic Church in Ireland* 2016 which comply with *Children First Safeguarding Guidelines*.

The following are an indication of the safeguarding measures in place:

- two people are assigned the role of Local Safeguarding Representative in each parish;
- all priests, staff and volunteers working with young people and vulnerable adults are carefully recruited, selected, trained and supported;
- Codes of Conduct for adults and children/young people are in place;
- there is an appointment of a contact person for each activity.
- at a minimum two adults must be present for each activity in adherence with the safeguarding supervisory requirements;
- attendance registers must be used and maintained safely and securely.

## Code of Conduct for Adults working with Children/Young People or Vulnerable Adults

*It is important that all priests, staff and volunteers in contact with children/young people and vulnerable adults:*

- be aware of safeguarding policies and procedures and their responsibility for the safety of all in their care;
- treat all children and vulnerable persons equally and with respect and dignity regardless of ability, ethnic origin, cultural background, sexual orientation, or religion.
- model positive, appropriate behaviour at all times;
- report all safeguarding concerns you may have;
- work in an open environment and develop a culture of honesty and safety where children and vulnerable adults have permission to tell and speak about any concern or worries that they may have.
- help children and vulnerable adults to know what they can do if they have a problem;
- respect each person's boundaries and support children and vulnerable adults to develop their own understanding and sense of their rights.

*Safeguarding Policies and Procedures are available on the Diocesan Website [www.kandle.ie](http://www.kandle.ie) and comply with the National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI) Policy.*

## Code of Conduct for Children/Young People

*Thank you for choosing to become involved in your Parish. In order that you will enjoy, benefit from, and feel safe while participating in Church activities you should:*

- be nice to others and treat everyone with kindness because we are all God's children;
- do not hurt anybody by what you say or do;
- follow the rules of your group;
- talk to the person in charge if you have a problem; don't keep it to yourself;
- let someone know if you can't attend.
- arrive at the agreed time;
- sign the register each time you attend.
- respect all Church property;
- do not use your phone while in church or during Church activities;
- if you have any worries about your church activity, please speak to your Parent/Guardian/Activity Co-ordinator/Priest.

It is the responsibility of parents/guardians to ensure that the child/young person gets to and from the activity safely.



The welfare of the young person and the vulnerable adult is paramount in all decisions, activities, and programmes in which they may be involved.

*If you have a complaint, please use the form overleaf.*