

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT

GUIDANCE

**THESE PIECES OF GUIDANCE ARE TO ASSIST,
IF NECESSARY, WITH THE IMPLEMENTATION OF
STANDARD 3**



STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT

Contents

Indicators	Name	Page Number
All	Roles of Safeguarding Personnel in Relation to this Standard	3
All	Storage and Retention of Records Associated with this Standard	6
3.1	A: Guidance on a Pastoral Response to Complainants	7
3.2	A: Guidance on Appropriate Personnel	11
3.2	B: Guidance on the Role of the Support Person	12
3.3	A: Information and Guidance on Contacts for Relevant National Organisations and Agencies	14

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT

Roles of Safeguarding Personnel in Relation to this Standard

Church authority

The role of the Church authority across all the seven standards is outlined in Appendix A. In relation to Standard 3, the Church authority is responsible for ensuring that:

- A support person is appointed, or that procedures are in place to share the services of a support person if required;
- Practice and policy on the care of the complainant is compliant with statutory and canonical law;
- Complainants are met and facilitated to disclose abuse in an environment that meets their individual needs;
- Complainants are heard in a spirit of acceptance and trust;
- Appropriate assistance is offered to complainants and, as required, to their families;
- Counselling, support and information is given to children and adults who wish to make a complaint of abuse;
- Pastoral care is given to those who have been abused by Church personnel, where this is deemed helpful by the complainant.

Designated liaison person (DLP)

The role of the DLP across all the seven standards is outlined in Appendix A. In relation to Standard 3, the DLP is responsible for:

- Attending the initial meeting with the complainant (unless this is against the wishes of the complainant);
- Ensuring that all appropriate internal and external inquiries are instigated;
- Ensuring that relevant information regarding contact with the complainant is recorded and stored appropriately in the case file;
- Keeping the Church authority updated regarding the health and well-being of the complainant;
- Liaising with the support person to ensure that support, advice and pastoral care is offered to the complainant. If relevant safeguarding concerns are raised with the support person by the complainant, the DLP must ensure that these are passed on to the civil authorities and to the National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI).

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT

Support person

The role of the support person across Standards 2 and 3 is outlined in Appendix A. In relation to Standard 3, the support person is responsible for:

- Attending the initial meeting of the complainant with the DLP (if agreed in advance with the complainant) in order to support the complainant; keeping them informed of the progress of their case; and helping them to identify and access support;
- Ensuring that support is provided to complainants and their families, as requested and mutually agreed upon;
- Ensuring the complainant is offered pastoral care that meets their individual needs;
- Offering to arrange a pastoral meeting with the Church authority at an appropriate time during the process, if the complainant wishes;
- Recording any dates of meetings and/or contact they have with the complainant, and passing on relevant information to the DLP, as appropriate. They will not be responsible for managing the file but will pass on written records to the DLP, as appropriate, during regular meetings with them.

Advisory panel

The role of the advisory panel across Standards 2, 3 and 4 is outlined in Appendix A. In relation to Standard 3, the advisory panel is responsible for:

- Providing advice to the Church authority, if required, with regard to the credibility of the complaint and the appropriateness of providing support to a complainant or their family;
- Creating a written record of its recommendation, and noting the matters upon which it has been asked to advise and the documents it has considered. These records should be passed to the DLP who will store them in the third-party information section of the case file (Guidance 2.2B).

NBSCCCI

The role of the NBSCCCI across all the seven standards is outlined in Appendix A. In relation to Standard 3, the NBSCCCI will:

- Be advised of safeguarding suspicions, concerns or allegations by the DLP, and retain records of this information;
- Offer advice and support to the people in the roles listed above and on the previous page, in relation to care and support for the complainant.

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT

National Case Management Committee (NCMC)

The role of the NCMC across Standards 2, 3 and 4 is outlined in Appendix A. In relation to Standard 3, the NCMC will:

- Offer advice and support to Church authorities who are members on any issue relating to the care of the complainant;
- The NCMC will put their advice in writing, and these records should be passed to the DLP who will store them in the minutes of meetings section of the relevant case file (Guidance 2.2B).

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT

Storage and Retention of Records Associated with this Standard

The table below lists the types of records that need to be stored appropriately and securely as part of this standard, in accordance with best practice in record-keeping (see Appendix B). The templates for the production of each record, which have been included in the guidance for this standard, are listed in the final column.

Type of Record	Where to Store	Guidance Number/Page Number
Dates of meetings held by support person with complainant	Diocesan/congregational level	Guidance 2.2B
Any third-party information	Diocesan/congregational level	Guidance 2.2B
Notes of any requests for support or relevant safeguarding concerns made to support person by complainant	Diocesan/congregational level	Guidance 2.2B

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.1

3.1A Guidance on a Pastoral Response to Complainants

The Church authority must identify who is best placed to offer pastoral care to complainants, and must recognise that providing pastoral care may not be the sole responsibility of any one person.

It is the responsibility of the DLP managing the case to ensure that the support person offers support and pastoral care to the complainant.

The Church authority should offer to meet with the complainant at appropriate points during the process to listen to concerns, if this is the wish of the complainant.

Awareness of the impact of abuse on a complainant

People who have been abused want to be heard and to have their very real pain acknowledged. They want a compassionate response from the Church and to see action take place to ensure children are now safe. A person who has suffered abuse will have significant strengths, as well as potential complex needs.

Disclosing abuse takes enormous courage and calls for a high level of trust. Child abuse by its very nature can damage trust; it is therefore imperative that when a complainant is ready to tell their story, the listener responds with great sensitivity and compassion.

There will be a complex mix of feelings and emotions where abuse has been at the hands of someone the complainant has trusted, and even more so if the respondent holds a position of spiritual or moral responsibility. This may then include the challenging process of re-establishing relations with a faith community and with God.

Process of ensuring a pastoral response

Initial contact

In line with the reporting procedure outlined in Standard 2 (Guidance 2.1A), once an allegation has been received by the DLP, they should:

- Make contact with the complainant to arrange a meeting (unless this is against the wishes of the complainant) and, with the knowledge and agreement of the complainant, allow the support person to attend the initial meeting or to meet with the complainant immediately thereafter;
- If a face-to-face meeting has been agreed, meet the complainant at a time and place that is convenient and acceptable, along with a family member or friend whom they may have asked to accompany them for emotional support. The support person may also attend this meeting, if agreed in advance with the complainant;
- Give the complainant an opportunity to give a detailed account of the allegation(s) – the account should be recorded, signed and dated by both parties;

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.1

- Accept third-party accounts from family or friends of the complainant, if the complainant wishes;
- Explain to the complainant that the Church has a duty to provide appropriate support, counselling and pastoral care to all complainants of abuse. Details of the Towards Healing counselling service should be provided, as well as the offer of assistance in making an appointment. This step should be carried out by the support person, if they are present;
- In a situation where the complainant is still a child, particular sensitivity is required. A parent/guardian should always be present with their child, and the offer of care and support should be made to the child's parents/guardians;
- Every complainant is offered access to a support person. The role of the support person is to ensure that the complainant is appropriately supported throughout the process of disclosure and thereafter. It is the prerogative of the complainant whether or not they wish to accept the assistance of a support person;
- After the meeting, the DLP should review the allegation(s) in an effort to establish if the threshold for reporting has been reached. If it has, the DLP should, without delay, refer the allegation(s) to the statutory authorities and the NBSCCCI;
- The DLP shall assist the support person in drawing up an outline of a supportive response, appropriate to the individual and the circumstances;
- The DLP presents their findings and the recommended support response to the Church authority for approval;
- The support person presents their proposed response to the complainant;
- The DLP and/or the support person contacts the complainant and communicates the decision of the Church authority on how to proceed, and they discuss the next stages of the process.

None of the above actions should interfere with any criminal investigation.

Meeting with the Church authority

Once a process of pastoral care and support is in place, the DLP should offer to set up a meeting with the Church authority, if it is the wish of the complainant.

It is important that the agenda, time and venue of any such meeting are negotiated by the support person, in consultation with the complainant, the DLP and the Church authority.

It is important that all parties are fully prepared for the meeting. It could be helpful in some instances to arrange to have a facilitator or mediator present, if this is deemed to be in the best interest of the complainant.

It must be understood by all that:

- The overall purpose of the meeting is to **listen** to the complainant;
- The meeting is not about determining the outcome of any investigation that might ensue.

Towards the end of this meeting, ongoing support can be reviewed and any required changes can be agreed upon.

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.1

Ongoing support

Contact with the support person should always be led by the needs of the complainant.

Meeting the pastoral and support needs of complainants can be best achieved when the Church authority is open to:

- Travelling to meet those who wish to disclose abuse when the complainant is unable or unwilling to come to meet the identified Church personnel. This can be delegated by the Church authority to the DLP and/or support person, if appropriate;
- Facilitating those living abroad to travel to Ireland to meet with child safeguarding personnel and make a statement to An Garda Síochána;
- Seeking the assistance of the local Church body in situations where those living overseas wish to disclose abuse to a person or persons in their country of residence;
- Allowing sufficient time for the complainant to give a complete account of the allegation(s). This can take a number of meetings.

Some complainants may also wish to remain engaged with their Church despite the effect that the abuse may have had on their relationship with it, and, perhaps, with God. By meeting with and listening to complainants, the response from the Church that might best meet their spiritual needs can be identified with them. Towards Peace may be of assistance in this regard (Guidance 3.1A).

The support person liaises with the DLP for information sharing and accountability purposes, and should provide them with a summary of dates on which they have met with the complainant, along with any relevant child safeguarding concerns that may arise during these meetings. The DLP will store these in the third-party information section of the file (Guidance 2.2B).

Mediation

The services of a mediator/facilitator may be used by common agreement between the complainant and the Church authority. There are organisations that provide professional facilitators who arrange and mediate meetings between complainants, their families and members of the Church bodies that are part of the Catholic Church in Ireland. The function of the facilitator is to arrange and moderate a process of communication between the complainant and the Church authority. For instance, this may involve a meeting, managed by the facilitator, in which a formal apology can be made to the complainant, and their unresolved problems addressed.

The facilitator should be aware of the ongoing needs of the complainant, and should seek to know the response of the Church authority to those needs. The facilitator should also seek to know the support needs of the complainant's family and of the community in which the abuse occurred, if the abuse is publicly known.

The facilitator should seek to identify any outstanding issues where the complainant is not satisfied with the response from the Church authority, and should explore with both parties the best means of dealing with such issues.

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.1

(See also Guidance 2.1H: On Responding to a Complainant who is Dissatisfied with how their Allegation has been Handled by the Church Authority)

The complainant or Church authority may choose to have support at the meeting.

The Church authority should bear all ordinary and reasonable expenses attributed to the process of facilitation.

Financial compensation

Some complainants may wish to claim financial compensation for the harm they have suffered. All complainants should be advised of their right to seek legal advice if they wish to pursue a civil case against their alleged abuser and/or the Church authority. Complainants need to be informed of the adversarial nature of litigation and the inevitable process of disclosure involved.

Some Church bodies have decided to use mediated settlements in situations where complainants do not wish to take a civil case.

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.2

3.2A Guidance on Appropriate Personnel

Those who have alleged child abuse should receive a compassionate response from Church personnel and be offered access to appropriate care, advice and support.

The Church authority must have in place a safeguarding structure that provides consistent and effective responses to the safeguarding needs of child and adult complainants across the Church as a whole. Complainants need to be listened to and heard to ensure that any allegation or disclosure of abuse is handled compassionately, effectively and professionally.

Those recruited to fulfil the roles listed on Pages 3–5 should be selected following clear criteria, in accordance with safe recruitment practices (Guidance 1.1A).

Given the highly sensitive nature of this work, everyone involved must abide by the highest possible standards of professional conduct in all aspects of their work, including the maintenance of appropriate confidentiality. Consideration should be given to requesting that any potential applicants for these roles sign a confidentiality agreement as part of their contract (Guidance 1.1A, Template 5).

Each Church authority should have access to a support person who is available to those who make an allegation/disclosure of abuse, if the complainant so wishes. For smaller Church bodies with limited resources, liaising with other Church bodies for access to a support person is acceptable.

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.2

3.2B Guidance on the Role of the Support Person

The role

As shown in Appendix A, the role of the support person is to:

1. Keep the complainant informed of the process of the case;
2. Help the complainant identify and access counselling and support;
3. Record any meetings or contact they have with the complainant, and pass on relevant information to the DLP, as appropriate;
4. Uphold the seven standards in practice and behaviour.

Being attentive to the expressed needs and objectives of the complainant, the support person should:

- Encourage and support the complainant in getting suitable help;
- Be extra mindful of the vulnerability of the complainant during the process.

Clarity about the role

- The support person is not a counsellor for the complainant and should not act in that role.
- The support person should not act as spiritual guide for the complainant.
- The support person does not manage the case file and will not have access to it.
- If the complainant is a child, the support person should liaise with the parents/guardians of the child.

Issues to consider when meeting with complainants

Meeting complainants can be stressful, particularly if there is not an established relationship. Consideration should be given to the following issues:

Venue

- Consider a location where both the complainant and you will feel at ease. If you have anxieties about meeting the complainant in their home consider a neutral venue.
- Invite the complainant to be accompanied by a friend.
- Ensure you are accompanied either by another support person or another neutral person who may take notes.
- Advise the complainant that you will have another person with you and that person's role.

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.2

- If meeting in a neutral venue ensure privacy and confidentiality but also consider personal safety issues
- If responsibility rests with you to identify a suitable venue ensure refreshments are available.

Frequency

- The frequency of contact/meetings should be dictated by the complainant, but the support person needs to initiate contact at least once a year on an ongoing basis, unless the complainant states that they do not want any further contact. This is to ensure that the Church authority continues to make every effort to offer a supportive and pastoral response to complaints.

Storage of records

Information regarding meetings between the support person and the complainant must be stored safely and securely (Appendix B). The following should be used as a guide to information that must be recorded:

- The date and time the meetings took place,
- Any relevant child safeguarding issues that have arisen,
- If the complainant has knowledge of a crime
- If the complainant is suffering from a mental health condition or is suicidal
- Any requests for support or representations that the complainant wishes to make to the Church authority.

A record that the meetings have taken place, along with any relevant child safeguarding issues, should be forwarded to the DLP for placing in the third-party information section of the file (Guidance 2.2B). It is advisable to share this record with the respondent prior to sending to the DLP.

Support

Regular meetings between the support person and the DLP should be held to enable the DLP to keep up to date with the needs and requests of the complainant, and to advise the Church authority of any requests for support. These meetings should incorporate any requests for supervision, in order to allow the support person to receive feedback on their role. If necessary and appropriate, external support for the support person should be used (Guidance 5.6A).

Training

All support persons should attend a local full-day training programme (Guidance 5.3A) facilitated by trainers registered with the NBSCCCI. The Church authority should ensure that support persons are given the opportunity to attend training provided by the NBSCCCI, in accordance with the NBSCCCI Training Strategy (Guidance 5.2A). Both of these training needs should be included in the annual training plan, which is produced by the safeguarding committee (Guidance 5.2B).

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.3

3.3A Information and Guidance on Contacts for Relevant National Organisations and Agencies

Disclosing abuse can be a significant milestone on the road to possible recovery. There are a number of organisations that specialise in working with complainants. Many of these are listed below.

All-Ireland Church bodies

- **Towards Healing** is an organisation that has expertise in providing a compassionate response to those who have experienced abuse. This service is funded by the Church, and offers direct services to survivors through a range of counselling, helpline and restorative justice approaches. More information can be found at www.towardshealing.ie
- **Towards Peace** offers spiritual support and guidance to survivors of abuse by Church personnel. For further information, visit www.towardspeace.ie

Republic of Ireland

- The Child and Family Agency – Tusla: www.tusla.ie
- An Garda Síochána: www.garda.ie
- ISPCC: www.ispcc.ie
- Barnardos: www.barnardos.ie
- HSE National Counselling Service: www.hse.ie/eng/services/list/4/Mental_Health_Services/National_Counselling_Service/
- Rape Crisis Network of Ireland: www.rcni.ie
- Children at Risk in Ireland (CARI): www.cari.ie
- One in Four: www.oneinfour.ie
- Connect: www.connectcounselling.ie

Northern Ireland

- Social Services: www.dhsspsni.gov.uk
- The PSNI: www.psni.police.uk
- One in Four: www.oneinfour.org.uk
- The Nexus Institute: www.nexusinstitute.org
- The Samaritans: www.samaritans.org
- The Rowan Sexual Assault Referral Centre: www.therowan.net
- Lifeline: www.lifelinehelpline.info

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.3

- NSPCC: www.nspcc.org.uk
- Barnardos: www.barnardos.org.uk

If you are concerned that a child is currently at risk, all reporting numbers are contained in Appendix D.

The following resources may also be useful:

- Childline (ROI): 1800 666666
- ChildLine (NI): 0800 1111
- CARI: 1890 924567