



## Complaints Procedure for Parish of Kilmore and Killyleagh

Where any member of the Parish has a concern or complaint about some aspect of Parish activities, they should be able to voice this concern and have it taken seriously.

On occasions, concerns may arise which are not child protection issues but which require looking into and a response. It is expected that most of these will be dealt with quickly and effectively by the leader/s of the group. If the matter is not resolved then the complainant should discuss it with the Parish Priest in charge who would facilitate a meeting between the parties. The Parish Priest's decision or resolution of the issue should be accepted by both parties.

However, a complaint may arise that requires a more formal consideration and response.

### **Making a complaint which is not related to child protection**

- A complaint should normally be raised, first by speaking with the leader of the group and then, if not satisfied, with the Parish Priest.
- If you feel that you do not want to discuss the matter with a leader, if he /she cannot answer your concern, or if your query is more serious, a formal written complaint should be submitted to the Parish Priest whose contact details should be made available to you. Please be assured that all complaints will be looked into in the strictest confidence and that a response will be offered within the agreed time-frames.
- If the nature of your complaint suggests that a child may be at risk of 'significant harm', then a report will be made to the statutory child protection agencies in line with the Diocese of Down and Connor Child Protection Policy and Procedures.
- The Parish undertakes to acknowledge any formal complaints within five working days. It is our aim to resolve all complaints within four weeks but this may take longer depending on the nature of the complaint. In any event you will be kept informed of progress. Please understand that most leaders are volunteers and that it may take a little while for them to reply in detail.
- Should you feel unhappy with the initial response there are arrangements to appeal a decision regarding a complaint or grievance.



**COMPLAINTS REPORT FORM**  
**PARISH OF KILMORE & KILLYLEAGH**

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| Date & time of incident:                    |
| Place of incident:                          |
| Circumstances of incident: WRITE FACTS ONLY |
| What was disclosed – write facts only       |
| Your name and contact details:              |
| Anything else you feel relevant:            |

Signed:..... Date:.....