



Complaints Policy & Procedure

*(For use by those accessing Carmelite ministries
but excluding concerns which are allegations of abuse)*

Our complaints policy

The Carmelite Order is committed to providing a high-quality safeguarding service to all to whom we minister. When something goes wrong in relation to how we respond to safeguarding concerns, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

Our complaints procedure

This procedure deals with complaints where adults and/or children are dissatisfied with the service they have received within the ministries of the Carmelite Order, **regarding safeguarding concerns**, but which are **not in themselves allegations of abuse**.

All complaints of this nature should be resolved using an open dialogue with the Carmelite Order and other Church personnel involved at local level first.

If resolution is not possible the following procedure will take place:

1. The Carmelite Order (the Church Authority) should be contacted by completing a *Complaints Form*.
2. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve passing your complaint to the Prior Provincial who will review the matter and speak to the Carmelite friar or member of staff or volunteer who responded to you.
4. The Prior Provincial may invite you to a meeting to discuss and hopefully resolve your complaint. This communication may also take place by telephone if a meeting is not possible. He will do this within fourteen days of sending you the acknowledgement letter.
5. Within seven days of the meeting or discussion, the Prior Provincial will write to you to confirm what took place and to set out any solutions that were agreed upon.
6. If a meeting is not agreeable or is not possible, the Prior Provincial will issue a written reply to your complaint, including setting out his suggestions for resolving the matter within twenty-one days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should re-contact us again and we will inform the National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI).
8. If your complaint relates to how the Carmelite Order dealt with a child protection/concern, you can write to the National Board (NBSCCCI) requesting a review of how your situation was handled. They can be contacted at: NBSCCI, New House, Saint Patrick's College, Maynooth, Co. Kildare. Their website is: www.safeguarding.ie.



**Child Safeguarding Office
Carmelite Order (O.Carm.)**

Gort Muire,
Ballinteer,
Dublin 16.

Complaints Form

*(For use by those accessing Carmelite ministries
but excluding concerns which are allegations of abuse)*

This **Complaints Form** is for situations where adults and/or children are dissatisfied with the service they have received within the ministries of the Carmelite Order, **regarding safeguarding concerns**, but which are **not in themselves allegations of abuse**.

All complaints arising during a church related activity (with the exception of complaints about child abuse) should try to be resolved by discussion between the parties involved. If this is not possible, the complainant should complete the details below and submit this **Complaints Form** to the local Prior or directly to: Prior Provincial, Order of Carmelites, Gort Muire, Ballinteer, Dublin 16.

Name of person making the complaint:

Contact details of person making the complaint:

Address:

Phone Number:

Email:

Details of the complaint:

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Signature of person making the complaint:

Date:

For Provincial Office use only:

Form received by:

Date:

Action to be taken & by whom:

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