

Loreto Sisters

Complaints Procedures

A complaint is defined as raising a concern about issues or breaches of the Loreto codes of behaviour, excluding allegations or suspicions of child abuse. **Allegations or suspicions of child abuse should always be dealt with in accordance with the Loreto reporting procedure.**

A complaint can be made about any action or inaction that it is claimed does not accord with fair or sound practice and adversely affects the person by whom or on whose behalf the complaint is made.

Depending on the nature and seriousness of your complaint the leader of the activity will attempt to resolve the complaint locally and within the activity.

In the event that the complaint is not resolved at this stage, the Loreto general complaints form should be completed and forwarded to the LSR (community leader).

The process for other complaints:

- The LSR has eight weeks to consider the complaint.
- The LSR will send the complainant a letter of acknowledgement within seven days of receiving the complaint.
- The LSR will consider the complaint and speak with the parties involved. This may take place during a meeting or if a meeting is not possible then discussion may take place by phone.
- Within two weeks of the meeting / discussion the LSR will write to both parties to confirm what took place and what solutions were agreed.
- If the complaint is still not resolved the LSR will seek advice from the Carmel Gallagher (see contact details on page 89 of this document).
- At this stage, if the complaint is still not resolved it should be referred to the NBSCCC.

Should the issue or concern impact on the safeguarding children policy the leader must contact the designated liaison person who will deal with the matter urgently under 'Reporting Procedures'.

General Complaints Form

All complaints arising during a province related activity (with the exceptions of child abuse complaints) should be resolved if possible by discussion between the parties involved. If this is not possible, the complainant should complete the details below and submit it to the person in charge or to the LSR.

Name: _____

Address: _____

Phone number: _____

Email address: _____

Details of complaint:

Signature: _____

Date: _____

For Office Use Only: _____

Form received by: _____

Date: _____

Action to be taken, by whom:

August 2017

