

Complaints procedure for detailing safeguarding concerns that are not allegations of abuse - Procedure and Reporting Form

Updated Sept 2026



A complaint is defined as a grievance and/or the raising of a concern about breaches of codes of behaviour. Allegations or suspicions of child abuse do not fall into this category of general complaints. This complaints procedure is not for use by Church personnel who should use the whistle-blowing procedure to raise their complaint.

All complaints will be taken seriously and dealt with fairly and confidentially. Efforts will be made to quickly and informally resolve complaints through discussion with the parents/guardians, children/young people, volunteers/members of staff and clergy, as appropriate.

Parents/guardians, young people/children, volunteers, members of staff and clergy will be made aware that there is a complaints procedure. If a parent/guardian, young person or child is not satisfied with any aspect of the running of a particular activity, or the behaviour of any individual involved in that activity, the following steps should be taken:

First step

All complaints of this nature should be resolved using an open dialogue with the Church personnel involved. If resolution is not possible, the following step should be taken.

Second step

1. The Parish Priest/Bishop (where relevant) should be contacted by completing a complaints form (form below). The Parish Priest/Bishop have 8 weeks to consider the complaint.
2. A letter acknowledging receipt of the complaint should be sent within 7 calendar days, enclosing a copy of the complaints procedure.
3. All complaints must be thoroughly investigated.
4. If the complaint is about a particular individual, that individual is entitled to a copy of the complaint or to be given details of the complaint. Similarly, the complainant is entitled to be given a copy of any response to the complaint or to be given details of any response.
5. The Parish Priest/Bishop may organise a meeting to discuss and hopefully resolve the complaint. This communication may also take place by telephone if a meeting is not possible. This should be arranged within 14 calendar days of sending the acknowledgement letter to the complainant.
6. Within 7 days of the meeting or discussion, the Parish Priest/Bishop will write to the complainant to confirm what took place and to set out any solutions that were agreed upon.
7. If a meeting is not agreeable or possible, the Parish Priest/Bishop will issue a detailed written reply to the complainant, setting out their suggestions for resolving the matter within 21 calendar days of sending the acknowledgement letter to them.
8. If the complainant is still not satisfied at this point, they should contact the Parish Priest/Bishop again.

At the conclusion of this step, the Parish Priest/Bishop may decide to take further action on the complaint. If, however, the Parish Priest/Bishop decides not to take further action, the process is completed.

Data Protection

The information in this form will be used by the Diocese/parish for administrative and compliance purposes and to investigate your complaint. The information will be stored confidentially and will only be shared with third parties where there is a legal obligation on the diocese/parish/group to do so, or as outlined in the Complaints' Procedure above. The information will be retained in compliance with relevant laws and policies. Your data will be processed in accordance with Articles 6(1)(c), 6(1)(f) and 9(2)(d) of the General Data Protection Regulation, (EU) 2016/679). . Please see <https://www.killaloe-diocese.ie/privacy-policy/> for further details.

Form to report a complaint

All complaints arising during a Church-related activity (with the exception of complaints about child abuse) should attempt to be resolved by discussion between the parties involved. If this is not possible, this form should be completed and sent to the Parish Priest / Bishop (where relevant).

Name:	
Address:	
Email:	
Contact number:	
Details of the complaint: (Please see paragraph 4 above before completing this complaint form.)	

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