



**Mercy Ministry**  
**Companions**

## Policy S4 – Safeguarding Complaints Management

### **Commitment**

As a ministry of the Catholic Church, Mercy Ministry Companions recognises the inherent dignity and rights of all people and the Gospel imperative to protect and nurture those most at risk.

### **Policy Statement**

Mercy Ministry Companions responds to complaints of abuse sensitively, respectfully, actively and in a timely manner, in accordance with its lawful obligations and its policies and procedures. This includes contacting police immediately where there may be risk of harm to any person, especially to any child or adult at risk.

### **Scope**

This policy is applicable to the Trustee Directors, staff, contractors and volunteers of Mercy Ministry Companions, Mercy Ministry Companions Ltd and McAuley Property Ltd.

### **Accountability**

The Mercy Ministry Companions Trustee Directors ensure appropriate safeguarding policies, processes and practices are in place. All staff and volunteers comply with this policy and related procedures.

### **Dates**

This policy takes effect from 03 DEC 2021 and will be reviewed no later than 31 DEC 2023.