



Mercy Ministry
Companions

Policy S4 – Safeguarding Complaints Management

Commitment

As a Catholic Church authority, 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, and contacting regulatory bodies where there is an obligation to do so.

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.

Complaint Management

The MMC website sets out who a Safeguarding Complaint should be directed to and how it will be managed.

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 13 March 2024 and will be reviewed no later than 31 July 2026.

Related Policies and Procedures

S1 – Safeguarding Policy

S1A – Safeguarding Procedures

S2 – Safeguarding Commitment Statement

S3 – Code of Conduct

G3A – Complaints Handling Procedure