

STANDARD 3

CARE AND SUPPORT FOR THE COMPLAINANT GUIDANCE FOR INDICATOR 3.2

3.2A Guidance on Appropriate Personnel

Those who have alleged child abuse should receive a compassionate response from Church personnel and be offered access to appropriate care, advice and support.

The Church authority must have in place a safeguarding structure that provides consistent and effective responses to the safeguarding needs of child and adult complainants across the Church as a whole. Complainants need to be listened to and heard to ensure that any allegation or disclosure of abuse is handled compassionately, effectively and professionally.

Those recruited to fulfil the roles listed on Pages 3–5 should be selected following clear criteria, in accordance with safe recruitment practices (Guidance 1.1A).

Given the highly sensitive nature of this work, everyone involved must abide by the highest possible standards of professional conduct in all aspects of their work, including the maintenance of appropriate confidentiality. Consideration should be given to requesting that any potential applicants for these roles sign a confidentiality agreement as part of their contract (Guidance 1.1A, Template 5).

Each Church authority should have access to a support person who is available to those who make an allegation/disclosure of abuse, if the complainant so wishes. For smaller Church bodies with limited resources, liaising with other Church bodies for access to a support person is acceptable.