

## Complaints Procedure for Use by Young People

It is the policy of the Limerick Diocesan Pastoral Centre to ensure that young people in our care will have a voice and will be listened to in relation to any aspect of their care with which they may have a concern. The rights of the young person must be upheld in all circumstances.

- If there is any aspect of your care with which you are not happy please bring your concern to the attention of one of the leaders on duty. If you feel it is not appropriate to do so you may speak directly to the Director.
- If there is any matter of concern that you have please do likewise.
- If your concern is a matter pertaining to issues of Child Protection please inform the Designate or the Assistant-Designate. Otherwise please inform one of the Leaders on duty who will in turn speak to the Designates.
- As is appropriate and adequate a Consultative model will be used when agreeing guideline.

**Note;** Please note there are limits to confidentiality in every setting. (For example, if you or a third party is at risk or if you are at risk of self –harm or if a third party poses a risk.)

**Disciplinary Procedure:** If there is a breach of the agreed guidelines the young person involved will be met and spoken with by a representative group of Leaders. Depending on the severity of the breach a sanction may be imposed ranging from verbal warning through to suspension.