



## STANDARD 3 Care and Support for the Complainant and their Family

### 3.1 Introduction

The De La Salle Brothers are committed to offering care and support to anyone who has been abused by a member of the Institute and who is seeking pathways of recovery. The De La Salle Designated Liaison Person will provide information about what to do and where to go for help.

This section will outline:

1. Initial contact with the complainant
2. Pastoral Support
3. Meeting the Brother Provincial Financial Compensation
4. Contact details for the Complainant

#### 1. Initial Contact

In line with the reporting procedure outlined in Standard 2 once an allegation has been received by congregation, the following steps are taken:

The DLP makes contact with the complainant to arrange a meeting (unless this is against the wishes of the complainant) and, with the knowledge and agreement of the complainant, invites the Support Person to attend the initial meeting or to meet with the complainant immediately or thereafter;

1. If a face-to-face meeting has been agreed, the DLP and Support Person will meet the complainant at a time and place that is convenient and acceptable, along with a family member or friend whom the complainant may have asked to accompany them.
2. The complainant will be informed that the De La Salle Brothers wish to provide appropriate support, counselling and pastoral care to all complainants of abuse by members of the Institute.
3. In a situation where the complainant is still a child, a parent/guardian will always be asked to be present with their child, and the offer of care and support will be made to the child's parents/guardians;
4. Every complainant is offered access to a Support Person. It is the prerogative of the complainant whether or not they wish to accept the assistance of a Support Person;
5. After the meeting, the Support Person will continue the contact with the Complainant and will keep the Brother Provincial or his Delegate up to date with the needs and requests of the complainant.

#### 2. Pastoral Support

A Support Person will be made available to those who make an allegation/disclosure of abuse by a member of the Institute, if the complainant so wishes

The role of the Support Person is to:

- Provide compassionate caring support for the complainant
- Extend appropriate pastoral support to family members of survivors;
- Facilitate the child or adult in gaining access to information and help;
- Keep the complainant informed of the process of the case;
- Record any meetings or contact they have with the complainant, and pass on any safeguarding issues to the DLP, as appropriate;
- Uphold the seven standards in practice and behaviour.



The Support Person is available to those who make an allegation/disclose sexual abuse under these procedures. The Support Person will:

- Assist, where appropriate, with communication between the child or adult making an allegation/disclosure and the DLP and the Institute;
- Represent the concerns of the survivor as the allegation proceeds.

### ***Frequency of meetings***

The frequency of contact/meetings should be dictated by the complainant, but the Support Person will initiate contact at least once a year on an ongoing basis, unless the complainant states that they do not want any further contact.

### ***Storage of records***

Information regarding meetings between the Support Person and the complainant must be stored safely and securely. A record that the meetings have taken place, along with any relevant child safeguarding issues, should be forwarded to DLP for placing in the third-party information section of the file.

### ***Training and ongoing Supervision for the Support Person***

- The Support Person will attend a local full-day training programme facilitated by trainers registered with the NBSCCCI.
- The Provincial Leader will ensure that Support Person is given the opportunity to attend training provided by the NBSCCCI, in accordance with the NBSCCCI Training Strategy
- These training needs will be included in the annual training plan, which is produced by the safeguarding committee
- The Support Person will avail of Clinical Supervision in order to ensure that a professional caring service is offered to the complainant.

### **3. Meeting the Brother Provincial**

If the Complainant so wishes and when appropriate, the Brother Provincial will meet with the Complainant. Either party may be accompanied.

The agenda, time and venue of any such meeting are negotiated by the Support Person in consultation with the complainant and the Brother Provincial.

- All parties need to be fully prepared for the meeting.
- The overall purpose of the meeting is determined by the Complainant
- Towards the end of this meeting ongoing support can be reviewed and issues that need further attention can be agreed.

Alternatively the services of a mediator/facilitator may be used by common agreement between the complainant and the Brother Provincial.

### **4. Financial compensation**

Some complainants may wish to claim a financial settlement.

All complainants should be advised to seek legal advice if they wish to pursue a civil case against their alleged abuser and/or the Brother Provincial and /or the Institute.

### **5. Contact Details for the Complainant**

#### ***All-Ireland Church bodies***

**Towards Healing** is an organisation that provides a professional therapy service to those who have experienced abuse. This service is funded by the Church, and offers direct services to survivors through a range of counselling, helpline and restorative justice approaches. More information can be found at [www.towardshealing.ie](http://www.towardshealing.ie)

**Towards Peace** offers spiritual support and guidance to **survivors** of abuse by Church



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personnel. This service is funded by the church and offers confidential one-to-one spiritual companionship. For further information, visit [www.towardspeace.ie](http://www.towardspeace.ie)

### **Republic of Ireland**

- The Child and Family Agency – Tusla: [www.tusla.ie](http://www.tusla.ie)
- An Garda Síochána: [www.garda.ie](http://www.garda.ie)
- ISPC: [www.ispcc.ie](http://www.ispcc.ie)
- Barnardos: [www.barnardos.ie](http://www.barnardos.ie)
- HSE National Counselling Service:  
[http://www.hse.ie/eng/services/list/4/Mental\\_Health\\_Services/National\\_Counselling\\_Service/](http://www.hse.ie/eng/services/list/4/Mental_Health_Services/National_Counselling_Service/)
- Rape Crisis Network of Ireland: [www.rcni.ie](http://www.rcni.ie)
- Children at Risk in Ireland (CARI): [www.cari.ie](http://www.cari.ie)
- One in Four: [www.oneinfour.ie](http://www.oneinfour.ie)
- Connect: [www.connectcounselling.ie](http://www.connectcounselling.ie)

### **Northern Ireland**

- Social Services: [www.dhsspsni.gov.uk](http://www.dhsspsni.gov.uk)
- The PSNI: [www.psni.police.uk](http://www.psni.police.uk)
- One in Four: [www.oneinfour.org.uk](http://www.oneinfour.org.uk)
- The Nexus Institute: [www.nexusinstitute.org](http://www.nexusinstitute.org)
- The Samaritans: [www.samaritans.org](http://www.samaritans.org)
- The Rowan Sexual Assault Referral Centre: [www.therowan.net](http://www.therowan.net)
- Lifeline: [www.lifelinehelpline.info](http://www.lifelinehelpline.info)
- NSPCC: [www.nspcc.org.uk](http://www.nspcc.org.uk)
- Barnardos: [www.barnardos.org.uk](http://www.barnardos.org.uk)

### **Further resources**

- The following resources may also be useful:
- Childline (ROI): 1800 666666
- Childline (NI): 0800 1111
- CARI: 1890 924567