

**Resource Form 7**  
**Reporting Unacceptable Behaviour Towards Children**

**General Complaints Policy & Procedure**

Once a complaint is voiced it must be brought to the attention of the relevant manager, except where the complaint is against the manager him/herself. Then, the matter is brought to the attention of a senior manager. The approach to resolving conflict is one of open dialogue, in a safe space, in a friendly and informal atmosphere. If resolution is not possible, the matter is then brought to the attention of the monastery superiors. Should the issue or concern be one of safeguarding or child protection – the Designated Officer must be contacted, who will deal with the matter urgently according to our Safeguarding Policies.

**General Complaints Form**

*All complaints arising during an activity related to Kylemore Abbey (with the exceptions of child abuse complaints) should be resolved if possible by discussion between the parties involved. If this is not possible, the complainant should complete the details below and submit it to the person in charge.*

Name \_\_\_\_\_  
 Contact details (including address, phone number and e-mail address) \_\_\_\_\_

Details of complaint \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature \_\_\_\_\_  
 Date \_\_\_\_\_

**For Office Use Only**  
 Form received by \_\_\_\_\_  
 Date \_\_\_\_\_  
 Action to be taken, and by whom \_\_\_\_\_