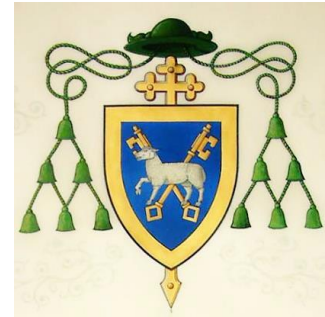


## CONTACT DETAILS

<b>PSNI</b>	101
<b>Social Services (Regional Out of Hours Service)</b>	028 9504 9999
<b>NSPCC Helpline</b>	0808 800 5000
<b>NEXUS Institute (Sexual Abuse Counselling NI)</b>	028 9032 6803 <a href="mailto:info@nexusinstitute.org">info@nexusinstitute.org</a>
<b>Towards Healing</b>	Freephone (UK): 0800 0963 315 (Please note that some Mobile Networks may charge for this but Landline calls are free of charge)
<b>Safeguarding Office</b> 511 Ormeau Road BELFAST BT7 3GS	028 9049 2798 <a href="mailto:office@soddc.org">office@soddc.org</a>
<b>Designated Officers for Safeguarding</b> Mrs Barbara McDermott	07713642855 <a href="mailto:barbara.mcdermott@soddc.org">barbara.mcdermott@soddc.org</a>
Mr Philip O'Hara	07534992124 <a href="mailto:philip.ohara@soddc.org">philip.ohara@soddc.org</a>
<b>National Board for Safeguarding Children for the Catholic Church in Ireland</b> CEO Mrs Teresa Devlin	00 353 1 505 3124 <a href="mailto:teresa.devlin@safeguarding.ie">teresa.devlin@safeguarding.ie</a>



DIOCESE OF  
DOWN & CONNOR



What to do if you have a concern, suspicion  
or wish to make an allegation of  
child abuse.

Making contact with the Designated Officer

The Safeguarding Office

**BEST PRACTICE IN SAFEGUARDING AND  
PROTECTING CHILDREN AND YOUNG  
PEOPLE**

Safeguarding Office: 511 Ormeau Road Belfast BT7 3GS  
T 028 9049 2798 E: [office@soddc.org](mailto:office@soddc.org)

Safeguarding Office: 511 Ormeau Road Belfast BT7 3GS  
T 028 9049 2798 E: [office@soddc.org](mailto:office@soddc.org)

The Diocese of Down and Connor takes seriously all allegations, suspicions and concerns of child abuse made against any member of clergy, staff or volunteer. The Diocese has a Designated Officer whose role is to provide a service which processes all allegations of child abuse brought to the attention of the Diocese.

As an adult if you have been abused as a child or you have a concern about a child or a young person there are several options for addressing this. You may contact any of the following:

1. The Police (PSNI)
2. Social Services
3. NSPCC
4. The Church, through the Diocesan Designated Officer

**Contact details for all the above agencies are on the back of this leaflet.**

If you make contact with the Diocesan Designated Officer then s/he will undertake the following:

### 1. Step One – Gathering the information

*The Designated Officer (D.O.) will:*

- Gather the information you wish to share
- Make a written record of this information (this is not a formal statement) and share this with you for accuracy.
- Explain that the information must be referred to the Police, and if appropriate, to Social Services by the D.O.

### 2. Step Two – Supports available

*The Designated Officer will:*

- Offer you support which may include any of the following:
  - An identified person known as a Support person (this is not the D.O.) who will help and advise you of the process as any inquiry progresses.  
The Support Person may assist you to make contact with your GP if you are agreeable, to access appropriate community services.

- Counselling. The Church has contracted an independent counselling service, “Towards Healing” which can be contacted directly by you. (Contact details can be found at the back of this leaflet.) - this is a confidential service.
- Information on how to access other organisations who may be suitable to provide the kind of support you need, for example, NEXUS (contact details at the back of the leaflet)

### 3. Step Three - What happens next?

*Once the information has been referred to PSNI/Social Services the Designated Officer will:*

- Inform the Bishop that an allegation has been received and that a file record has been created.
- Liaise with the PSNI and or Social Services to ensure the appropriate exchange of relevant information. The D.O. is not involved in the statutory investigation of the allegation
- Make contact with the person (respondent) against whom the allegation has been made. The timing of this meeting will be determined by the police and will outline the following:
  - (i) *That an allegation has been made, and, if agreed, who made the allegation*
  - (ii) *Information to be shared with the respondent - again determined by the police.*

***NB: Given the complexities of some allegations, this process can be lengthy and may take some time to complete.***

### What if you are unhappy with how your concern/allegation has been dealt with?

If you are unhappy with the way in which your concern/ suspicion or allegation has been dealt with, the Diocese has a complaints procedure in place for addressing this situation. A copy can be obtained from the Safeguarding Office (see contact details at the back of this leaflet).

If, following this process, you remain dissatisfied with the way in which your concern/ suspicions or allegation has been dealt with, the National Safeguarding Office for Children has a complaints procedure to address such concerns.