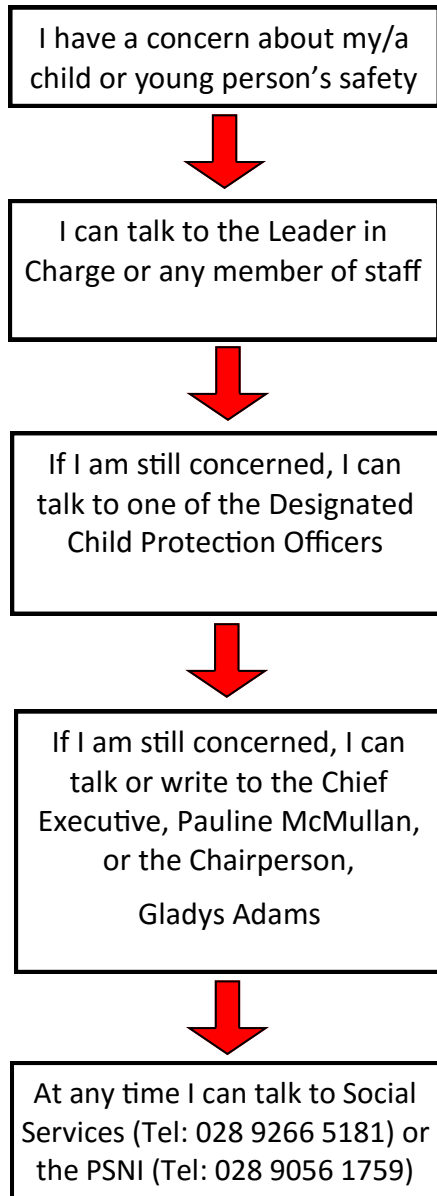


How To Make A Complaint

If a parent or carer has a worry, concern or complaint, the following procedures should be followed:



Leader in Charge:

Jamie Plant



Designated Child Protection Officers:

Sharon Dickson



Child Protection Policy
Summary for Parents & Carers

Designated Child Protection Officers:

Sharon Dickson & Lisa McCloy

Aim

“All children & young people should enjoy Lisburn YMCA facilities & activities without fear of physical, sexual or emotional abuse.”

Policy Statement

Lisburn YMCA is committed to taking every appropriate step to ensure the safety and well-being of the young people with whom it works, regardless of class, gender, race or creed. This policy applies to all children and young people with whom Lisburn YMCA is involved with regardless of age.

Lisburn YMCA is truly committed to safeguarding the well-being of its members, staff and volunteers, who should at all times show, and be shown, respect and understanding regarding their rights, safety and welfare.

Note—a copy of our full Child Protection policy is available on our website or by request from the Lisburn YMCA office.

Practice

When working with children and young people, Lisburn YMCA will:

- Promote the general welfare, health and personal development of children and protect them from harm.
- Recognise that children have rights as individuals and treat them with dignity and respect.
- Raise awareness about what children are entitled to be protected from.
- Adopt and apply a thorough and clearly defined method of recruiting and selecting staff and volunteers.
- Plan an appropriate response to accidents and complaints and to alleged or suspected incidents of abuse.
- Establish links with parents and other relevant organisations.

Designated Child Protection Officers

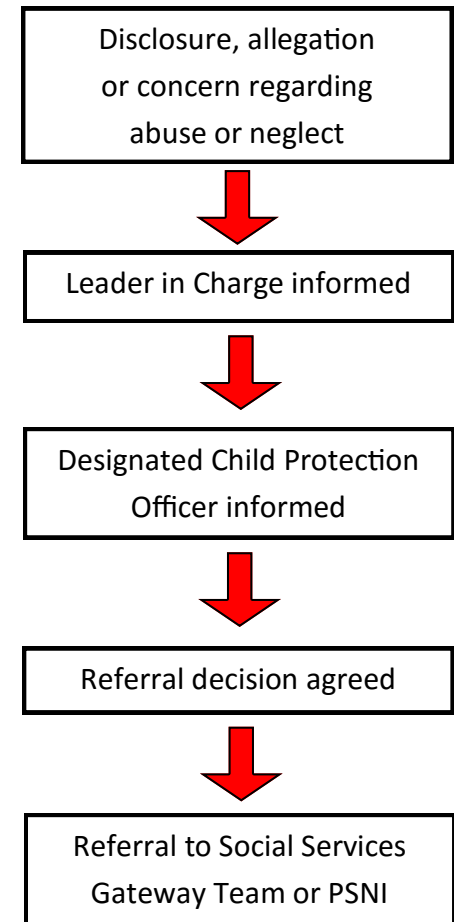
Our Designated Officers are responsible for ensuring our staff & volunteers follow our child protection policy & procedures. They are also responsible keeping in touch with other agencies, such as Social Services, and dealing with all concerns of a child protection nature.

Anti-Bullying Statement

Bullying is unacceptable behaviour both within our centre and on any out-of-centre activity organised through us. All staff & volunteers will be vigilant and will work with children & young people to prevent bullying occurring.

Child Abuse Reporting Procedure

If a case of child abuse is suspected, Lisburn YMCA staff & volunteers are required to follow the following procedures:



Useful Contact Numbers

Social Services Gateway Team 028 9266 5181
PSNI Public Protection Unit 028 9056 1759
Childline 08001111 **NSPCC** 0808 800 5000