

ARTANE SCHOOL OF MUSIC

Child Welfare and Safeguarding Policy

Revised

2014

ARTANE SCHOOL OF MUSIC

Child Welfare and Safeguarding Policy

1 Contents

2 Child Safeguarding Statement

3 Guidelines

Section 3.1 – Guidelines for Staff

Section 3.2 - Guidelines for Pupils

Section 3.3 - Guidelines for Parents

Section 3.4 – Guidelines for Volunteers

4 Safe Management Procedures

4.1 Recruitment

4.2 Management and Training

4.3 Supervision

5 Dealing with concerns or allegations of abuse

6 Trips away from Home

7 Accidents and incidents

8 Confidentiality

APPENDICES

- Appendix 1 Complaints Procedure**
- Appendix 2 TUSLA standard report form for reporting child protection and welfare concerns**
- Appendix 3 CFA Local contact details**
- Appendix 4 Definitions of Abuse**
- Appendix 5 Anti Bullying Policy Statement**
- Appendix 6 DLP/DDLP contact details**
- Appendix 7 Board Members**
- Appendix 8 Artane School of Music Garda Vetting Application Form**

Section 2 Child Safeguarding Policy Statement

It is the policy of the Artane School of Music to safeguard the welfare of all the children and young people who are in membership of our School or who attend our events by protecting them from all forms of discernible harm.

We are also committed to providing a positive and enlightened environment to facilitate the best possible educational outcome for participants in our school. The welfare of the child/ young person under our care is paramount.

The Artane School of Music will adhere to statutory guidance and legislation in the fulfilment of our roles and responsibilities for young people including Children First: National Guidelines for the Protection and Welfare of Children.

We have implemented procedures covering:

- Code of behaviour for staff, pupils and parents
- Reporting of suspected or disclosed abuse
- Confidentiality
- Recruitment and selection staff
- Managing and supervising staff
- Dealing with allegations of misconduct or abuse
- Complaints and comments
- Incidents and accidents

The Board of Management of the Artane School of Music has appointed Tony Doherty as their Designated Liaison Person and Kathleen Ryan as their Deputy Designated Liaison Person

Designated Liaison Person 087 2404511 (Tony Doherty)

Deputy Designated Liaison Person 086 814 2612 (Kathleen Ryan)

Email artanemusicchildprotection@gmail.com

Section 3 - Guidelines

3.1 Staff

This section of the Code of Behaviour is intended to aid and advise the staff of the Artane School of Music in minimising risk and encouraging good practice while undertaking any role on behalf of the School. The Code of Behaviour has been divided into the following subsections:

- Child-centred approach
- Good practice
- Inappropriate behaviour
- Physical contact
- Health and safety
- **Artane School of Music staff when working with children/young people shall:**
- Treat them equally but also as individuals
- Be realistic with expectations
- Listen to and respect them
- Involve them in decision making
- Encourage participation and fun
- Support and praise them and use only constructive criticism when needed
- Use appropriate language (both physical and verbal)
- Have fun and encourage a positive and trusting atmosphere
- Respect their personal space

- Respect differences of ability, culture, religion, race and sexual orientation
- Be aware of any special needs children
- Lead by example and act as a good role model

Good Practice

To ensure best practice, the Artane School of Music is committed to the following:

- Keeping a register containing the name, address, phone number, special requirements, attendance and emergency contact details of all pupils.
- Ensuring that a copy of our Child Protection Policy is sent to all staff and volunteers prior to undertaking their roles
- Having emergency procedures in place, as outlined in Section 7.
- Accommodating special needs children in the School, where it is possible to provide an adequate environment to meet their needs
- Evaluating work practices on a regular basis
- Training our Designated Liaison Person and Deputy Designated Liaison Person
- Briefing our volunteers and temporary staff by discussing with them this policy document prior to their engagement with the Artane School of Music. Volunteers and temporary staff will be required to sign a form acknowledging that they have received this briefing
- Recording any incidents in the confidential incident file
- Ensuring that the relevant primary carers are made aware of our Child Protection Policy
- Ensuring proper supervision based on adequate ratios in accordance with activities, age and gender
- Being proactive in relation to problems so that they don't get out of control.

The Artane School of Music requires its staff to:

- Report any concerns to the Designated Person and follow reporting procedures as outlined in Appendix 1 and 2
- Follow and enforce the Anti-Bullying Policy Statement as outlined in Appendix 5
- Observe appropriate dress and behaviour
- Avoid spending disproportionate amounts of time with young people alone
- Only take sessions on their own with a young person according to scheduled timetables and in accordance with agreed teaching methods
- Where possible avoid giving a lift to a young person, and where necessary, ensure the primary carer has been informed
- Maintain awareness around language use

Inappropriate Behaviour

The Artane School of Music staff shall not:

- Use or allow use of offensive or sexually suggestive physical contact and verbal language
- Allow or engage in inappropriate touching of any form
- Hit or physically chastise students
- Socialise inappropriately with students outside of structured organisational activities.

Physical Contact

- The Artane School of Music acknowledges that physical contact may be essential to the process of teaching. We therefore require that teachers and/or volunteers teaching on our behalf seek consent of children/young persons before making physical contact with them, (except in an emergency or dangerous situation) and check their level of comfort when teaching involves any form of physical contact.

Health and Safety

The Artane School of Music staff and volunteers shall:

- Avoid leaving children unattended except where unavoidable
- Be vigilant in making sure that the environment is safe
- Be aware of the accident procedure as outlined in Section 7

3.2 – Guidelines for Students

It is the policy of the Artane School of Music to safeguard the welfare of all the children and young people who attend our classes and events by protecting them from all forms of discernible harm. We are also committed to providing a positive and enlightened environment and to nurture and facilitate the best possible educational outcome for our pupils. The welfare of our pupils is paramount.

Young people/children/pupils in the Artane School of Music are required to:

- Register annually
- Submit a consent form, which has been signed by their parents/carers, by the relevant deadline
- Make sure a member of staff is informed if they are unable to attend an individual class or will be late for any reason
- Be aware of the physical boundaries of the property where teaching takes place and never leave them during a course without permission from a member of staff
- Not consume alcohol, drugs or smoke while participating in Artane School of Music classes and events
- Not engage in rough play
- Not use inappropriate language

The Artane School of Music wishes to promote a positive and inclusive atmosphere and asks children/young people/pupils to be aware of and follow these guidelines:

- Treat each other and all members of staff in The Artane School of Music with courtesy, respect and dignity
- Treat each other equally but also as individuals
- Listen to and respect each other
- Have fun and encourage a positive, inclusive atmosphere
- Respect each other's personal space
- Respect differences of ability, culture, religion, race and sexual orientation
- Be aware of any special needs a pupil may have.

Bullying

- Bullying will not be accepted or tolerated.
- Bullying may be defined as repeated aggression, - verbal, psychological or physical - which is conducted by an individual or group against others.
- Examples of bullying include the following;
 - name-calling
 - physical fighting of any form
 - making offensive comments
 - intimidation
 - threatening behaviour
 - ignoring or excluding others
 - damaging property including personal property
 - sending abusive text messages or voicemails
 - spreading rumours
 - sarcasm
 - mocking
 - derogatory remarks and gestures.

(See Anti Bullying Policy Statement Appendix 5)

In general we ask that all participants use common sense about what is acceptable behaviour and treat others as they would expect to be treated themselves.

3.3

Guidelines for Parents of Students in the Artane School of Music

All parents involved in the Artane School of Music have an important role to play in promoting good practice in childrens' activities. They should have as their first priority the safety and enjoyment of the children involved.

To make learning music enjoyable they will:

- Encourage participation and fun
- Promote the development of each individual's skills
- Emphasise and praise effort rather than achievement
- Act as good role models
- Be realistic with expectations
- Be aware of their own child's feelings, and those of the other children.
- Demonstrate a respect for differences of any sort
- Derive a sense of achievement and pleasure through the efforts of their child
- Enjoy the respect of and be supported in their role by the organisation.

3.4

Guidelines for Volunteers involved in the Artane School of Music

All volunteers involved in the Artane School of Music have an important role to play in promoting good practice in childrens' activities. They should have as their first priority the safety and enjoyment of the children involved.

To make learning music enjoyable they will:

- Encourage participation and fun
- Promote the development of each individual's skills
- Emphasise and praise effort rather than achievement
- Act as good role models
- Be realistic with expectations
- Be aware of each child's feelings
- Demonstrate respect for differences of any sort
- Derive a sense of achievement and pleasure through their work with the organisation
- Enjoy the respect of and be supported in their work by the management and staff of the organisation and by parents/guardians.

Section 4 Safe Management Procedures

4.1 Recruitment and Selection of Staff

The Artane School of Music will ensure that all adults who work with the young people in our care are carefully selected, trained and supervised so as to provide a safe environment for all in our school community.

- Roles and responsibilities for every position, paid or otherwise, will be clearly defined.
- All teaching staff positions will be advertised.
- The responsibility for the appointment of staff rests with the Board of Management of the School. Short term appointments to cover unexpected circumstances, e.g. illness, may be made by the manager pending ratification at the next board meeting.

The Artane School of Music will endeavour to select the most qualified suitable personnel for all positions.

- At least two written references, which are recent, relevant, independent and verbally confirmed, will be required for all staff appointments.
- References cannot be supplied by family members of the applicant.
- All staff will initially be employed on a probationary period of 3 months.
- Copies of Photo ID of all staff will be requested and held on their personnel file.

Should there be reason to exclude a candidate, this will be discussed and agreed on a case by case basis by the selection panel, as appointed by the Board.

No person who would be deemed to constitute a risk will be permitted to have any involvement in the Artane School of Music .

The following **may** be considered risk factors pending investigation:

- A criminal conviction
- A pending prosecution
- A refusal to sign a declaration form, undergo Garda vetting, or provide details of two referees
- Insufficient documentary evidence of identification
- Concealment of any information relevant to one's suitability for working with children.

4.2 Managing and Supervising Staff

All new staff and volunteers will:

- Be made aware of the Artane School of Music Code of Ethics and Good Practice
- Undergo a probationary period of 3 months
- Be trained in child protection procedures and sign the Child Protection Policy Document
- Provide required identification and Garda Vetting Certification.

4.3 Supervision

Appropriate supervision will be provided and maintained by staff and volunteers for children who are under the care of the School while they are involved in activities, events or overnight stays from home. An appropriate ratio will therefore be maintained between the number of adults and the number of children who are under their supervision. These ratios will be governed by the following:

- The nature and location of the activity or event;
- The age and experience of the children being supervised;
- The role and experience of the worker(s) and adults.

Section 5 Dealing with concerns or allegations of abuse (see Department of Education and Skills Guidelines)

5.1 Action to be taken on behalf of the Artane School of Music

- If a member of staff receives an allegation or has a concern that a child may have been abused or neglected, or is being abused or neglected, or is at risk of abuse or neglect he/she shall, without delay, report the matter to the Designated Liaison Person(DLP) in the school.

- A written record of the report shall be made and retained in a secure location by the DLP. The need for confidentiality at all times, as referred to in sections 5.3.1, 5.3.2, 5.3.3 and section 8 of this policy shall be borne in mind. The support mechanisms of the school shall continue to be made available to the child.

- Where the allegation or concern relates to the DLP, the staff member shall, without delay, report the matter to the Chairperson of the Board of Management.

2. Action to be taken by the Designated Liaison Person

- In cases where there are concerns about a child, but the Designated Liaison Person is not sure whether to report the matter to TUSLA, the DLP shall seek advice from the TUSLA Children and Family Services. In consulting TUSLA, the DLP shall be explicit that he/she is requesting advice and consultation and that he/she is not making a report. At this informal stage the DLP need not give identifying details.

- If TUSLA advises that a report should not be made, the DLP shall as soon as possible inform the Board of Management of this fact. In the interest of protecting the anonymity of the child, no details of the case should be disclosed to the Board of Management unless there are issues which need to be addressed directly by the Board of Management.

- If TUSLA advises that a report should be made, the DLP shall act on that advice. In all cases the DLP shall retain a record of the consultation with TUSLA, which will include the date, the name of the TUSLA official and the advice given.

- If the DLP is satisfied that there are reasonable grounds for concern regarding the suspicion or allegation (see Section 5.3) he/she shall report the matter to the TUSLA immediately.

5.3 Making a report

- A report shall be made to TUSLA either in person, by phone or in writing. Each TUSLA area has a social worker on duty for a certain number of hours each day. The TUSLA Children and Family Services are available to meet with, or talk on the telephone to, persons wishing to report child protection concerns.

- It is generally most helpful if persons wishing to report child abuse concerns make personal contact with TUSLA (CFA) Children and Family Services. This will facilitate the duty social worker in gathering as much information as possible about the child and his or her parents/carers.

- In the event of an emergency, or the non-availability of TUSLA staff, the report shall be made to An Garda Síochána. This may be done at any Garda Station.

- It is recommended that all reports shall include as much as possible of the information sought in the Standard Reporting Form as outlined in Appendix 2 ‘Information required when making a report’. In the case of any report (whether made initially in person, by phone or in writing to either TUSLA or An Garda Síochána) the Standard Reporting Form, which is included in Appendix 2 of these procedures, shall be completed and forwarded to TUSLA as soon as possible thereafter.

- Although all information requested might not be available to the person making a report, the forms shall be completed as comprehensively as possible. When such a report is being made to TUSLA, the Board of Management shall be informed. The DLP who is submitting a report to TUSLA or An Garda Síochána should inform a parent/carer unless doing so is likely to endanger the child or place the child at further risk.

- A record shall be kept of the information communicated to the parent/carer. A decision not to inform a parent/carer shall be briefly recorded together with the reasons for not doing so.

5.3.1 The DLP shall immediately, or as soon as possible thereafter, inform the Chairperson of the Board of Management that a report involving a child in the school has been submitted to TUSLA. In the interest of protecting the anonymity of the child, no details of the report should be disclosed to the Board of Management unless there are issues which need to be addressed directly by the Board of Management.

5.3.2 Where TUSLA advises that a report should not be made, the DLP shall inform the Board of Management of this fact. Once again, in the interest of protecting the anonymity of the child, no details of the case should be disclosed to the Board of Management unless there are issues which need to be addressed directly by the Board of Management.

5.3.3 Any information or details that might identify a child should not be recorded in the minutes of Board of Management meetings.

5.3.4 If the DLP decides that the concerns of the member of staff should not be reported to TUSLA , the member of staff shall be given a clear statement, in writing, as to the reasons why action is not being taken and a copy retained in the relevant file. The member of staff should also be advised that, if he/she remains concerned about the situation, he/she is free to consult with or report to TUSLA. He/she should use the *Tusla Standard Report Form* (See Appendix 2 of this policy).

5.3.5 It is essential that, at all times, the matter be treated in the strictest confidence and not discussed except among the parties mentioned above.

Section 6 Trips away from Home and Overnight Stays

Away Trips

The Artane School of Music participates in numerous trips away from home throughout the year. These trips are seen as part of the normal activity of the school's annual programme of events and add greatly to the profile of the School and to the achievements of our pupils. Such trips also act as a means of creating a better school morale and build camaraderie amongst pupils, parents and teachers alike.

The pre-planning and detailed organising of such trips for students shall always require a high degree of care and preparation and adults should always remember the key roles and responsibilities they have during such trips on their own behalf, on behalf of parents and on behalf of the young people themselves.

Pre Trip Preparations

- A detailed programme of activity shall always be approved by the school management in advance of any trip, following agreement with the host group.
- Where possible a member of management shall be familiar with the away venue, and should satisfy themselves that the venue can cater for the entire group and that the proposed programme of activities is achievable and in accordance with the ethos of the school.

Specific parental/guardian consent must be obtained in writing so as to permit any young person under 18 years of age participate in any organised trip involving an overnight stay

- Young people and their parents/guardians must sign a form agreeing to abide by the programme and to any agreed procedures that relate to the organised trip
- An agreed Code of Behaviour, specifically designed for the trip, should be discussed, outlined and agreed with all pupils and volunteers who are participating in the trip

- Medical information, deemed relevant by the parents/guardians of pupils, should be made known to the leaders of the trip and what action, if any, may be required of them in the case of an emergency
- Such information, including food or other related allergies, should have previously been recorded during the registration of pupils on the annual/registration form
- A detailed programme which includes the following should be presented to all pupils and their parents/guardians

A time schedule of departure and arrival at the destination

Full information about the trip, including all activities and events planned

Emergency contact numbers during the trip

All volunteers accompanying the pupils should be made aware as to what their responsibilities are and what role(s) they may have during the trip

- It is the School's responsibility, in association with their hosts, to ensure that the trip itself and all activities taking place throughout the trip adhere to their insurance cover.

During the Trip

- It is essential that at least one individual with first aid qualifications be part of the organising group and that this individual be present or available throughout the trip.
- Pupils must be adequately supervised throughout the trip as per agreed ratios of adults to young people. This ratio may differ depending on the age group of pupils, the activities to be undertaken, whether there is an overnight stay, if the trip is abroad etc.
- A generally acceptable ratio of 1:8, i.e. one adult volunteer per eight young people, is deemed in most instances to be acceptable. However it is recommended that ratios be agreed on a trip by trip basis.

- There must be at least two adults of each gender with mixed groups.

Overnight Stays

When participating in an overnight stay a number of matters require careful preplanning and agreement.

- By agreement with all parties, including pupils and parents, a decision is required whether the School will avail of hotel or guest house accommodation or if invited will avail of a hosting arrangement by their host
- Regardless of what form of accommodation is agreed upon, adequate and specific supervisory ratios of adult volunteers to pupils must be agreed in advance. This ratio may vary, depending on the age category of the pupils and will be determined by the Board of Management

Hotel or Guest House Accommodation

- The proposed accommodation for pupils, volunteers and teachers must be checked to ensure that it complies with health and safety regulations, is accessible, is of a suitable standard and is appropriate for the particular age group and programme of events.
- When availing of overnight accommodation volunteers (except parents) should not share a room with a child and only in accordance with management agreement. If exceptional or emergency circumstances so dictate and the presence of an adult is deemed necessary, there should be more than one child in the room with the adult at all times.
- Where pupils are sharing a room it must be with others of the same age grouping and gender.
- All pupils shall be provided with a bed each and should not have to share a bed with another pupil.

Home Stay Accommodation

- When availing of home stay accommodation the host is responsible for choosing a host family that has been recommended to them and has been satisfactorily vetted in accordance with good practice requirements.
- When availing of home stay accommodation adults (except parents) should not share a room with a child. If exceptional or emergency circumstances so dictate and the presence of an adult is deemed necessary there should be more than one child in the room with the adult at all times.
- When availing of home stay accommodation pupils must not share a room with adults from the host family.
- All pupils should be provided with a bed each and should not have to share a bed with another child.
- Where pupils are sharing a room it must be with others of the same age grouping and gender.

Review of Trip

A full review of the trip should involve all who participated in the trip. The result of the review should be retained and reviewed if and when the group intend organising another or similar trip or if the School intends re-visiting the area or the host again.

Transport

Adequate preparation and an insistence on the use of safe transport arrangements regardless of the length of journey are key elements of good practice when considering any trip taken by the school and our pupils.

The transport arrangements for our pupils are a priority safety matter for the Artane School of Music. We will endeavour to avail of private bus or coach transport hire so as to provide a safe environment that complies with our own standards of good practice and with local or national legislative requirements.

The safety and welfare of children is paramount and must be considered the priority at all times.

A number of basic requirements apply to our Travel Policy:

- Every parent must supply two emergency contact numbers to management that may be used in the event of an emergency concerning their child or should the management wish to contact them in the event of a change in schedule
- Pupils may only travel with written parental/guardian consent
- Any medical conditions of pupils must be made known to management in advance of any trip and as part of the annual registration process
- Parents must be supplied with a contact telephone number for a teacher or volunteer accompanying their child on the coach
- Any particular rules or regulations relating to a trip must be made known to parents and children alike and agreed in advance of departure
- The school is satisfied that the proposed trip has been planned and agreed in accordance with our own child welfare procedures.

Bus and Coach Transport:

The following shall be considered when availing of bus and coach transport:

- The company chosen must be a reputable transport company with a proven track record in transporting children
- All vehicles should be well-maintained and roadworthy and should be properly taxed and insured
- Transport should be fully accessible for people with disabilities whether they are members of the group or others who may accompany them

- Seat belts must be worn at all times on buses and coaches
- Alternative transport should be available in case of emergency
- Vehicles should be equipped with a First Aid kit and a fire extinguisher and teachers and volunteers should be familiar with how to use them
- When hiring a vehicle, school personnel should have no hesitation in enquiring as to the company's reputation and reliability.
- Teachers and volunteers should ensure that children remain safely seated at all times during the journey.
- An adequate ratio of adults to children on the bus must be ensured at all times taking the age of the group members into consideration and the need for male/female ratios with mixed gender groups.

Private Transport in Cars

If an adult has to transport a child/children in a private vehicle there are a number of safety measures that should be agreed so as to minimise any potential child welfare or safety risks.

- If a child is being transported by car the parents of the child should be informed as to who will be transporting their child, why this mode of transport has been chosen, how long the journey may take, the departure time and the estimated time of return
- It is important that children are comfortable with whomever may be the driver of the car in which they travel and are made aware as to what are the transport arrangements made for them by the school
- Drivers must ensure that they have adequate insurance to carry the permitted number of passengers
- Central collection and drop off points shall be designated when transporting children

- The driver should be contactable by mobile phone in case of emergencies
- With the exception of their own child an adult should not transport a child alone, except in emergency or exceptional circumstances
- In accordance with transport legislation, where applicable, children must use appropriate child restraints and seat belts when travelling in a car or other vehicles
- No driver should ever consume alcohol or non prescribed drugs prior to driving
- No driver should smoke in the car when transporting people on behalf of the school
- Where a driver may be under medical care or taking prescribed medication he/she must ensure that such medication will not inhibit their driving abilities
- All drivers and persons who have access to children on our behalf should have undertaken a vetting background check in accordance with the School's guidelines and should have been informed that their vetting application has been accepted

Section 7 Accident and Incidents

7.1 Procedures to be followed in the event of an injury or illness;

- The immediate response will be handled by the member of staff present
- In the event of medical treatment being necessary contact will be made with the parents/guardians using the contact details as previously provided
- In the event of hospitalisation being deemed necessary by medical personnel, contact will be made with the manager of the school, or failing that, their designated deputy
- A person will then be appointed to travel with, and remain with, the student until the arrival of a parent/guardian.

If the situation is an injury rather than an illness the following additional procedures are to be followed;

- Contact is to be made with the Chairperson of the Board of Management
- A person is to be designated as the sole point of contact between the school and the family
- The Critical Incident Plan guidelines are to be followed regarding communication and the care of all people involved with the Artane School of Music.

Critical Incident Plan

Contact with or enquiries from any outside bodies

- All media enquiries are to be referred to the Manager. His/Her contact details should be provided to all callers.

The following public response will be used

- Confirmation of the fact of the incident
- That the School personnel are doing everything possible to support those affected and can say nothing further at the moment.

Maintaining services and support

- It will be a priority for all personnel to return the students who do not require any medical treatment to the complex as soon as possible for collection by their parents/ guardians
- The complex will be opened as soon as possible after an incident
- The main rehearsal room will be designated as the peoples' room and all people directly affected by the incident (students, staff, families) should be directed there
- Assistance will be sought from the National Education Psychology Service and from local counsellors to provide any assistance as deemed necessary.

Section 8 Confidentiality

- It is important that all parties dealing with concerns of allegations of abuse have a clear understanding as to what constitutes confidentiality and what is permissible in the exchange of information.
- Information regarding concerns or assessment of child abuse or neglect should be shared on 'a need to know' basis only, in the interests of the child.
- No undertakings regarding secrecy can be given. Those working with a child and family should make this clear to all parties involved, although they may be assured that all information will be handled in a confidential manner taking full account of legal requirements.
- The provision of information to the statutory agencies for the protection of a child is not a breach of confidentiality or data protection.
- It must be clearly understood that information gathered for one purpose must not be used for another without consulting the person who provided that information.
- All persons involved in a child protection and welfare process (the child, his/her parents/guardians, the alleged offender, his/her family, teachers) should be afforded appropriate, fairness, support and confidentiality at all stages of the procedure

- Information should be stored in a secure place, with limited access only by the relevant Designated Liaison Persons

- Any breaches of confidentiality shall be deemed a serious matter and dealt with accordingly by the Board of the Artane School of Music.

APPENDICES

Appendix 1 Complaints Procedure

Appendix 2 Tusla standard report form for reporting child protection and welfare concerns

Appendix 3 CFA Local contact details

Appendix 4 Definitions of Abuse

Appendix 5 Anti Bullying Policy Statement

Appendix 6 DLP/DDLP contact details

Appendix 7 Board Members

Appendix 8 Artane School of Music Garda Vetting Application Form

Appendix 1

Complaints Procedure in relation to working with children and young people

The Artane School of Music is committed to ensuring the safety and welfare of all children/young people with whom we work. We also try to ensure that children/young people have a positive and enjoyable experience when working with the School.

This complaints procedure aims to cover any situation which may arise when children/young people or their parents/guardians are not happy with the way the children/young people were treated while working with the School or at an event/activity run by or attended by School students or personnel on behalf of the School.

Who can make a complaint?

Complaints may be made by:

- Children/young people involved with the Artane School of Music;
- Their parents/guardians;
- Teachers, volunteers or others working with the children/young people in the Artane School;
- Other advocates on behalf of children/young people.

How to make a complaint

1. If the complaint is in relation to the safety and welfare of children/young people the complaint should be made to the Artane School Designated Liaison Person
2. Other complaints should be made to the person with whom the child/young person dealt with. If you prefer, you may make this complaint to the head of the relevant section in the School.

Information you need to provide

Complaints may be made orally or in writing. By providing the following information you can help to speed up the processing of your complaint.

- The name of the child/young person affected and the role or work they are or were undertaking;
- If the complaint is being made by a parent/guardian or other adult, the name and address of the parent/guardian or other adult;
- Exactly with what you are dissatisfied;
- The response, if any, you received to your initial complaint and who may have dealt with you.

- If your complaint is complicated, you may find it best to put it in writing so that no important detail is overlooked. Remember to send us copies of all relevant documentation/correspondence that you may have relating to your complaint.
- If you have special needs that may affect your ability to make a complaint, please let us know at the earliest opportunity. We will make every effort to assist you.


Our standards for dealing with complaints

- If the complaint relates to the safety and welfare of a child/young person, it will be examined in accordance with good practice in relation to the safety and welfare of children/young people;
- We will treat your complaint properly, fairly and impartially and in the best interests of the child/young person;
- We promise that making a complaint will have no implications for your dealings with the Artane School;
- An official other than those originally involved will examine your complaint;
- We will examine and review your complaint and send a reply to you within 20 working days of the receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved;
- We will apologise for any mistreatment of the child/young person, explain what happened and put it right wherever possible;
- We will change the way we do things to avoid making the same mistake in future.

Appeals

If you are unhappy about the outcome of the review you may appeal the matter to the Board of Management of the Artane School of Music within a month of the review.

Appendix 2 Tusla: Standard report form for reporting child protection and welfare concern

 An Ghníomhaireacht um Leasú agus an Teaghlach Child and Family Agency		FORM NUMBER: CCD1:01:01	
<h3>STANDARD REPORT FORM</h3> <p><i>(For reporting CP&W Concerns)</i></p>			
+ A. To Principal Social Worker/Designate: _____			
1. Date of Report <input type="text"/>			
2. Details of Child			
Name:	<input type="text"/>	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Address:	<input type="text"/>	DOB <input type="text"/>	Age <input type="text"/>
		School <input type="text"/>	
Alias	<input type="text"/>	Correspondence address (if different)	<input type="text"/>
Telephone	<input type="text"/>	Telephone	<input type="text"/>
3. Details of Persons Reporting Concern(s)			
Name:	<input type="text"/>	Telephone No.	<input type="text"/>
Address:	<input type="text"/>	Occupation	<input type="text"/>
		Relationship to client	<input type="text"/>
Reporter wishes to remain anonymous <input type="checkbox"/>		Reporter discussed with parents/guardians <input type="checkbox"/>	
4. Parents Aware of Report			
Are the child's parents/carers aware that this concern is being reported		- Mother	Yes <input type="checkbox"/> No <input type="checkbox"/>
		- Father	Yes <input type="checkbox"/> No <input type="checkbox"/>
Comment <input type="text"/>			
5. Details of Report			
<i>(Details of concern(s), allegation(s) or incident(s) dates, times, who was present, description of any observed injuries, parent's view(s), child's view(s) if known.)</i>			
<input type="text"/>			

STANDARD REPORT FORM

(For reporting CP&W Concerns)

6. Relationships

Details of Mother		Details of Father	
Name:		Name:	
Address: (if different to child)		Address: (if different to child)	
Telephone No's:		Telephone No's:	

7. Household composition

Name	Relationship	DOB	Additional Information e.g. School/ Occupation/Other:

8. Name and Address of other personnel or agencies involved with this child

	Name	Address
Social Worker		
PHN		
GP		
Hospital		
School		
Gardaí		
Pre-School/Creche/YG		
Other (specify):		

9. Details of person(s) allegedly causing concern in relation to the child

Relationship to child:		Age		Male <input type="checkbox"/>	Female <input type="checkbox"/>
Name:			Occupation		
Address:					

10. Details of person completing form

Name:		Occupation:	
Address:		Telephone No's:	
Signed		Date:	

Appendix 3 TUSLA Local contact details

Dublin North East

Service Director

Mary Hargaden

TUSLA

2nd Floor, Nexus Building

Blanchardstown Corporate Park

Ballycoolin Road

Dublin 15

Ph 01 8976805

Clontarf Garda Station 01 6664800

Duty Social Worker Coolock 01 8164200

Appendix 4 Definitions of abuse

- **Physical abuse** - is that which results in actual or potential physical harm from an interaction, or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust.

- **Emotional abuse** - normally to be found in the relationship between a parent/carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms.

- **Neglect** - an omission, where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, medical care.

- **Sexual abuse** - when a child is used by another person for his or her gratification or sexual arousal or for that of others.

- **Bullying** - should also be considered as a possible or potential form of abuse if not dealt with in accordance with School policy (*See Anti Bullying Policy Appendix 5*)

Significant Harm

“A child must be protected if s/he is suffering or is likely to suffer *Significant Harm*”. (Children First Guidance 2011)

“Harm can be defined as the **ill treatment** or the impairment of the health or **development** of a child. Whether it is significant is determined by the child’s health and development as **compared** to that which could reasonably be expected of a child of similar age”. “

The **threshold of significant harm** is reached when the child’s needs are neglected to the extent that his or her **well-being and/or development are severely affected**”

Appendix 5

Artane School of Music Anti Bullying Statement

The Artane School of Music aims to create a supportive environment where any form of bullying is unacceptable. We adopt a whole organisational approach to addressing bullying and are committed to implementing structures and relevant training to deal with allegations of bullying. Incidents of bullying are regarded as serious breaches of our Child Welfare and Safeguarding Policy. We are committed to achieving an ethos of respect so as to maximise the potential of all our members when participating and attending School activities.

DEFINITION

Bullying is defined as repeated aggression, be it verbal, psychological or physical, conducted by an individual or group against others.

WE SEEK TO ENSURE THAT:

- Incidents of bullying behaviour are addressed appropriately
- All persons in membership of the School are aware that bullying behaviour is unacceptable in our School.

DEALING WITH BULLYING

The Artane School of Music Child Welfare and Safeguarding Policy provides good practice guidance in relation to the prevention of bullying.

If you are aware of or have a concern that bullying behaviour is happening within the School environment or at our events you should report the matter to a teacher or an adult volunteer.

We recognise that incidents of bullying are a breach of Child Welfare and Safeguarding Policy and all such incidents will be dealt with accordingly.

Appendix 6 Artane School of Music DLP/DDLP contact details

**DESIGNATED PERSON
ARTANE SCHOOL OF MUSIC**

Name: Tony Doherty

Telephone contact; 087 2404511

Email address: artanemusicchildprotection@gmail.com

DEPUTY DESIGNATED PERSON

ARTANE SCHOOL OF MUSIC

Name: Kathleen Ryan

Telephone contact; 086 8142612

Email address: artanemusicchildprotection@gmail.com

Con Hogan (Chairman)

Michael Foster (Secretary)

Joseph Edge

Kathleen Ryan

Colm Folan

Domnic Slater

Brian Mongey

Anne Ryan

Pat Mullen

Matt Browne

Seán Ó Laoire

Phyllis Breslin

