

# HAVE YOU A SUGGESTION OR COMPLAINT?

Please write your suggestion or complaint here

signed
print name
date
address



We really value your support and interest as we take responsibility for your children and want to support you in your parenting responsibilities as well.

In this respect, we would appreciate your feedback and comments on our children's and youth activities.

If you would like to make any complaint or a suggestion about how we can improve our care of your children then please let us know using the tear-off section of this leaflet:

» please hand it to the activity group leader

» please contact the corps officer or the children's advocate if you are not satisfied with the response

» should the outcome still be unsatisfactory, please contact the divisional children's officer or youth officer

» contact the Territorial Child Protection Unit

(All contact numbers should be on the *Safe & Sound* poster)



United Kingdom Territory with the Republic of Ireland  
Registered Charity No. 214779, and in Scotland SC009359

photograph on page 3 courtesy of Down's Syndrome Association  
other photographs PhotoDisc

# INFORMATION FOR PARENTS AND CARERS

Standards of care for children and young people involved in Salvation Army programmes



We are really pleased that you have chosen to allow your child to be part of the Christian family here at The Salvation Army. We're looking forward to getting to know you and your child as time goes on.

 **SAFE & SOUND**



The following standards of care should be adhered to in every Salvation Army setting:

- » a minimum of two adults will be with any group of children
- » an adult should not be on their own with an individual child
- » if a children's worker contacts a child via email, the internet or text, they should only do so with your knowledge and consent and should always copy you and another children's worker into the communication

We will contact you if your child is distressed, ill or involved in an incident whilst at an activity.

We will inform you if your child:

- » has an accident, however minor
- » is causing distress to other children or children's workers, with a view to working together to support the child and the family
- » could be involved in a special event or activity as we need your consent for them to do so

Parents have an open invitation to observe programmes in which their children are involved.

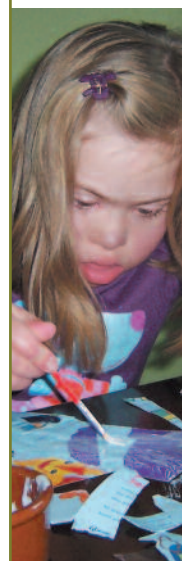
However, parents who want to participate in or have continuous, ongoing contact with their child's programmes will be required to complete the volunteer application process.

If your child is being bullied whilst at The Salvation Army, or they are bullying other children, all the children involved will be helped to resolve such relationship issues as effectively as possible. Parents will be informed, involved and supported in the healing process wherever possible. There is a counter-bullying policy in place which can be found in the *Safe & Sound* manual.

Please make leaders aware of any information about your child or family that they may need to know to help them care effectively for your child (eg medical needs, special needs, court orders, issues of access).

If a children's worker suspects or is told that a child is being abused, the relevant agencies will be informed with the advice and support of The Salvation Army's Child Protection Unit. If a family is living under the shadow of abuse, there are agencies that can be contacted for advice and help:

Stop It Now! 0808 1000 900  
ChildLine 0800 1111  
Parent Line 0808 800 2222



# Welcome



If you don't know much about The Salvation Army yet, there is a helpful leaflet, *This is The Salvation Army*, which gives you a brief history of The Salvation Army and a broad overview of our mission and ministry. If you're interested, please ask someone for a copy if you can't see one around.

The Salvation Army is an integral part of the Christian Church. We believe in a God who loves us and can be known through Jesus Christ who lived, died and came back to life, promising us the gift of eternal life by doing so. We believe that God can be loved and known by ordinary people in every generation and cultural setting. We believe that we live out our love for God by loving others in the way he loves us.

This information leaflet is to let you know what you can expect of those who will be looking after your child whenever they are here with us.

Those responsible for your children will be:

- » the corps officer
- » the children's/youth leader
- » the children's/youth team
- » possibly a children's advocate (someone independent of those teams)