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**Victim Listening Meetings with the Archbishop.**

**1. Preparation Phase**

**Step 1: Initial Contact**

* **Action:** Victim reaches out to the church or safeguarding team.
* **Roles:** Victims / safeguarding coordinator.
* **Details:** Initial contact can be through phone, email, or in-person. Provide a compassionate and non-judgmental response. Consent requested to create myconcern record from victim.

**Step 2: Preliminary Assessment**

* **Action:** Gather preliminary information from the victim.
* **Roles:** Safeguarding coordinator.
* **Details:** Understand the nature of the complaint, urgency, and victim's preferences for the meeting.

**Step 3: Scheduling the Meeting**

* **Action:** Time slot booked in designated survivor engagement session.
* **Roles:** Safeguarding coordinator, Archbishop’s Office.
* **Details:** Confirm with victim who will attend the session/ how they will travel.

**Step 4: Preparation of Victim**

* **Action:** Provide information and support to the victim prior to the meeting.
* **Roles:** Safeguarding Coordinator.
* **Details:** Inform the victim about the meeting process, address any concerns, and provide emotional support.

**2. Meeting Phase**

**Step 5: Introduction**

* **Action:** Introduce all parties present and explain the meeting’s purpose and structure.
* **Roles:** Archbishop, Safeguarding coordinator.
* **Details:** Establish a supportive and respectful tone.

**Step 6: Victim’s Statement**

* **Action:** Allow the victim to share their experiences without interruption.
* **Roles:** Victim, Archbishop, Safeguarding coordinator
* **Details:** Listen attentively, validate the victim’s feelings, and show empathy.

**Step 7: Response from Archbishop**

* **Action:** Archbishop responds to the victim’s statement.
* **Roles:** Archbishop.
* **Details:** Express empathy, apologize, and discuss possible steps for resolution and support.

**Step 8: Discussion and Questions**

* **Action:** Open the floor for a dialogue between the victim and the archbishop.
* **Roles:** Victim, Archbishop, Safeguarding Coordinator.
* **Details:** Address any questions or concerns the victim has, and discuss next steps.

**Step 9: Conclusion of Meeting**

* **Action:** Summarise key points, agreed actions, and next steps.
* **Roles:** Safeguarding Coordinator, Archbishop.
* **Details:** Ensure the victim feels heard and supported. Provide contact information for follow-up.

**3. Post-Meeting Phase**

**Step 10: Immediate Follow-Up**

* **Action:** Provide immediate support and resources to the victim.
* **Roles:** Safeguarding Coordinator
* **Details:** Signposting to external support agencies.

**Step 12: Documentation**

* **Action:** Document the meeting, agreed actions, and follow-up plan.
* **Roles:** Safeguarding Coordinator, Archbishop’s Office.
* **Details:** Recorded on myconcern (where consent given)
* **Details:** Schedule regular check-ins and provide progress updates.

**Step 13: Review and Feedback**

* **Action:** Review the process, gather feedback and ask about ongoing needs.
* **Roles:** Safeguarding Coordinator, Victim.
* **Details:** Complete victim engagement form.

**Step 14: Final Resolution**

* **Action:** Ensure that all agreed actions are implemented
* **Roles:** Archbishop’s Office, Safeguarding Coordinator.
* **Details:** Confirm with the victim that their needs have been addressed and document the resolution.