Chaplaincy of The Holy Spirit, Costa Blanca, Spain

Worship Centre -

- **Los Franciscanos Hospice, Palma de Gandia**
- **Ermita de les Rotes, Denia**
- **La Ermita del Popul, Javea**
- **La Ermita de Sant Josep, La Fustera**
- **La Merced, Calpe**
- **The Comm, Alfaz del Pi**
- **Col.legi Nuestra Senyora de la Pietat, El Campello**

Safeguarding Information Folder

December 2026

A message from our Safeguarding Officer Gail Johnson.

I have been your Chaplaincy Safeguarding Officer since 2015 and throughout my working life have been aware of the need to protect the vulnerable.

Throughout the Church of England, today we observe Safeguarding Sunday. The theme this year is Love Protects.
Look at 1 Corinthians 13. v.4 "Love is patient and kind; it is not jealous or conceited or proud." The whole of chapter 13 concerns Love. Perhaps during the coming week you might like to refresh your memory of the chapter.

So how do we on the Costa Blanca put Love in action? We action it through Safeguarding.

The word 'safeguarding' puts fear into peoples hearts but at its essence it is simply a tool to follow the teachings of our Lord Jesus - "As I have loved you, so you must love one another. If you have love for one another then everyone will know that you are my disciples." John 13 v.34,35

How does this fit with safeguarding? It's being aware when people are not themselves, perhaps they are unusually quiet, distressed, angry, suffering some kind of abuse. Can you think of other aspects of life that we would see as abusive? The reasons are many. You can read about these in the Safeguarding Folder available in your church.

So what happens under these circumstances where you might think something is not right. Firstly, do not probe or question, if they want to share - they will. Secondly, contact me or speak with your priest.

In my position as Safeguarding officer I am the one who deals with these concerns along with your priest, face to face meetings, telephone calls, emails. Our communication system works! All concerns are recorded and stored on the Safeguarding USB and no one else has access to this.

My work also entails recording all the criminal record checks and training courses for priests, churchwardens, myself and volunteers in our worship centres following the requirements of the Diocese in Europe.

Also, I am required to attend meetings and conferences with the Diocesan Safeguarding Team.

In 2027 I will be taking group sessions for the training course Basic Awareness. If you would like to join one of these please let me know.

You can discover more about safeguarding in our chaplaincy on the chaplaincy website:
www.costablanca-anglican-chaplaincy.es

You can contact me at any time by email: 41gajoh@gmail.com or phone: 722 415 157

Remember: Love is His word!

Diocese in Europe

Chaplaincy Safeguarding Policy Statement

01

Chaplaincy information

Name of Chaplaincy: Chaplaincy of the Holy Spirit, Costa Blanca, Spain

Safeguarding Officer name: Gail A. Johnson

In accordance with the Diocese in Europe's Safeguarding Policy, our Chaplaincy is committed to:

- Promoting a safer environment and culture.
- Safely recruiting and supporting all those with any responsibility related to children, young people and vulnerable adults within the church.
- Responding promptly to every safeguarding concern or allegation.
- Caring pastorally for victims/survivors of abuse and other affected persons.
- Caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons.
- Responding to those that may pose a present risk to others.

The Chaplaincy will:

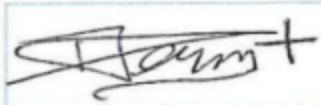
- Endeavour to maintain a safe and healthy church culture through listening well, communicating well, managing power, building effective structures, establishing good governance, and modelling safe behaviours that give equal value to all.
- Have a named local Safeguarding Officer to work with the incumbent and the Chaplaincy Council to implement policy and procedures.
- Safely recruit, train and support all those with any responsibility for children, young people and vulnerable adults to have the confidence and skills to recognise and respond to abuse.
- Where possible, ensure that there is appropriate insurance cover for all activities involving children and vulnerable adults undertaken in the name of the chaplaincy.
- Communicate well by displaying in church premises and on the chaplaincy website the details of who to contact if there are safeguarding concerns or support needs, and ensuring that all volunteers and attendees are aware.
- Listen well to all those who disclose abuse and take appropriate action.
- Take steps to protect children and vulnerable adults when a safeguarding concern of any kind arises, following House of Bishops' guidance, including notifying the Diocesan Safeguarding Adviser (DSA) and local child and/or vulnerable adult services immediately.
- Offer support to victims/survivors of abuse regardless of the type of abuse, when or where it occurred.
- Care for and monitor any member of the church community who may pose a risk to children and vulnerable adults whilst maintaining appropriate confidentiality and the safety of all parties.
- Review the implementation of the Safeguarding Policy, procedures and practices at least annually.

Date adopted / reaffirmed by the Chaplaincy Council: Tuesday 5th May 2026

02

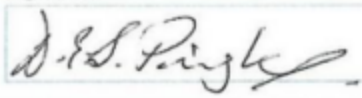
Declaration

Chaplain name: Fr. Paul D. Dean

Signature: 

Date (DD/MM/YYYY): 05/05/2026

Churchwarden name: Diana Pringle

Signature: 

Churchwarden name:

Signature:

HELP FOR UK SURVIVORS OF RAPE OR SEXUAL ASSAULT

SCAN THE QR CODE BELOW FOR SUPPORT AND INFORMATION ON:

- HOW TO SEEK MEDICAL ADVICE AND ATTENTION
- HOW TO REPORT TO LOCAL AUTHORITIES
- NGOS AND ORGANISATIONS THAT CAN HELP YOU



YOUR NEAREST BRITISH CONSULATE CAN SUPPORT YOU

CALL OUR 24-HOUR SUPPORT LINE AT:

·SPAIN PHONE: 0034 917 146 300

·UK PHONE: 0044 207 008 5000

Diocese in Europe

Promoting a safer church

The care and protection of children, young people and adults involved in Church activities is the responsibility of everyone who participates in the life of the Church

House of Bishops Safeguarding Policy for children, young people & adults

IF YOU ARE CONCERNED

that someone you know is at risk of or is being abused, or presents a risk to others, please seek advice from a Safeguarding Adviser or if necessary report the matter to the appropriate authority in your area without delay.

Local contacts available to speak to if you have any concerns:

Name: GAIL JOHNSON
Role: SAFEGUARDING OFFICER
Tel: 122 415 157
Email: Hgajah@gmail.com

Name: FR PAUL DEAN
Role: LEAD CHAPLAIN
Tel: 7710618614
Email: frpauldean@gmail.com

Diocesan Safeguarding Team
Tel: +44 (0)7484 644 715
Email: europe.safeguarding@churchofengland.org

www.europe.anglican.org/safeguarding

OUR COMMITMENTS

- Promoting a safer environment and culture
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THE CHURCH OF ENGLAND

Church of England Safeguarding Standards

Diocese in Europe

Our chaplaincy is committed to the Five Standards

1 Culture, Leadership and Capacity

Church bodies have safe and healthy cultures, effective leadership, resourcing and scrutiny arrangements necessary to deliver high quality safeguarding practices and outcomes.

2 Prevention

Church bodies have in place a planned range of measures which together are effective in preventing abuse in their context.

3 Recognising, Assessing and Managing Risk

Risk assessments, safety plans and associated processes are of a high quality and result in positive outcomes. The assessment and management of risk is underpinned by effective partnership working.

4 Victims and Survivors

Victims and survivors experience the timeliness and quality of Church bodies' responses to disclosures, and their subsequent support, as positively meeting their needs, including their search for justice and helping their healing process.

5 Learning, Supervision and Support

All those engaged in safeguarding related activity in Church bodies receive the type and level of learning, professional development, support and supervision necessary to respond to safeguarding situations, victims and survivors, and respondents, effectively.

WHAT ARE THE STANDARDS?

- Broad statements of what the Church of England wants to achieve in its safeguarding work.
- Each one has several 'What Good Looks Like' Indicators, to identify strengths as well as areas for development.
- They are constructive development of good safeguarding practice, **NOT** a compliance-based exercise.
- The Standards and their indicators have been developed over a three-year period, working with dioceses, cathedrals, parishes and victims and survivors.
- They were approved in 2023.
- A series of online tools and resources have been developed – **churchofengland.org/safeguarding-standards**

Contact for Chaplaincy Safeguarding Officer

Name: .....

Tel: .....

.....

INDEPENDENT SUPPORT SERVICE
Safe Spaces Tel: **+44 300 303 1050**

THE CHURCH OF ENGLAND
www.churchofengland.org/safeguarding

Emergency Telephone numbers in Spain

112 - general including fire, police. Ambulance and Guardia Civil

016 - gender violence

900 - child / teenage abuse

116000 - missing children

900100009 - domestic violence

622795542 - single parent support

900580888 - support for women

900150909 - crime victim support

Section 3 - Abuse and neglect of children

The abuse of children and young people can take many forms. They have the same right to protection regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Children and young people from minority ethnic groups and those with disabilities (physical, sensory and/or learning difficulties) are especially vulnerable and need special care and protection. (For further information, see the Church of England's Fact Sheet: Types of Abuse.)

Definitions

A helpful summary from the UK central government document "Working Together to Safeguard Children" categorises and defines child abuse in terms of:

Physical abuse

Including hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating.

Emotional abuse

Including conveying to a child that they are inadequate, humiliating, blaming, controlling, intimidating, verbal abuse, isolation, seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying).

Sexual abuse

Including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may include involving children in looking at, or in the production of, sexual images, watching sexual activities, or grooming a child in preparation for abuse.

Neglect

Including failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm or danger, to provide adequate supervision and/or access to appropriate medical care or treatment. It may occur during pregnancy as a result of maternal substance abuse.

Domestic abuse

The European Institute for Gender Equality (EIGE) provides definitions of domestic abuse. The definition and Laws surrounding Domestic Abuse may differ from country to country. In the UK, a child witnessing domestic abuse is defined as child abuse. This is because impairment caused by seeing or hearing the ill treatment of another (e.g. witnessing domestic violence or abuse) is included in the definition of 'harm' in the UK Children Act 1989 (for more information see the Responding Well to Domestic Abuse Policy and Practice Guidance). Teenagers can suffer domestic abuse in their relationships. The definition and Laws surrounding Domestic Abuse may differ from country to country.

Sexual exploitation

Child Sexual Exploitation (CSE) is a type of sexual abuse. Children or young people may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed and exploited online. Some children and young people are trafficked for the purpose of sexual exploitation.

Bullying and cyberbullying

Bullying is behaviour that hurts someone else – such as name-calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks, games and mobile phones, is often called cyberbullying. A child can feel like there is no escape because it can happen wherever they are, at any time of day or night.

Online abuse

With the ever-growing use of the internet, mobile telephones and online gaming (e.g. Xbox/PlayStation), there has been a corresponding rise in the use of the internet and

other electronic communication to target, groom and abuse children. Adults may target chat rooms, social networking sites, messaging services, mobile phones, online gaming sites and the internet generally. Children are particularly vulnerable to abuse by adults who pretend to be children of comparable ages when online and who try to obtain images or engineer meetings.

Electronic images

The creating, downloading, keeping or distributing of indecent images of children are all classified as sexual offences. In the UK, such offences are sometimes referred to as non-contact sexual offences. The Laws relating to the downloading, keeping or distributing of indecent images of children will vary from country to country. The work of the Global Alliance Against Child Sexual Abuse Online is one source of further information. It must be remembered that children will have been abused in the making of the images. The texting of sexual messages and photographs (sometimes referred as 'sexting') can be particularly problematic and abusive amongst children and young people. (For further information, see Fact Sheet: Sexting.

Section 4 – Abuse and neglect of adults

All adults, including vulnerable adults, have a fundamental human right to choose how and with whom they live, even if this appears to involve a degree of risk. They should be supported to make those choices, to live as independently as possible and treated with respect and dignity. For further information, see the Church of England's Fact Sheet: Types of Abuse.

Who abuses adults?

Potentially anyone, adult or child, can be the abuser of an adult. Abuse will sometimes be deliberate, but it may also be an unintended consequence of ignorance or lack of awareness. Alternatively, it may arise from frustration or lack of support. The list can include:

- Relatives of the vulnerable person including husband, wife, partner, son or daughter. It will sometimes include a relative who is a main carer.
- Neighbours.
- Paid carers.
- Workers in places of worship, including volunteers.
- People who are themselves vulnerable and/or are users of a care service.
- Confidence tricksters who prey on people in their own homes or elsewhere.

Relatives who are main carers

Carers can experience considerable stress, exhaustion and frustration without respite or support. This can lead to unintended poor care or abuse. Relatives who are the main carers may also be subject to abuse by those for whom they are caring. This abuse is often endured for long periods and unreported. (Further information is available from the Carers Trust.)

Institutions

All people living in institutions are more likely to have a degree of vulnerability. Some members of the parish may be visiting adults in institutions – hospitals, prisons and residential homes. If, as part of these responsibilities, they have concerns about the

care being given and/or the way that someone is being treated, the DSA should be contacted. You can also refer directly to the institution or raise concerns with the appropriate inspection and/or complaints body.

Definitions of adult abuse

A helpful summary from the UK central government document "Care and Support Statutory guidance" categorises and defines adult abuse in terms of:

Physical abuse

Including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual abuse

Including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressurised into consenting.

Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse

Including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect or acts of omission

Including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse

Including racism, sexism, that which is based on a person's disability, and other forms of harassment, slurs or similar treatment.

Domestic abuse

That is usually a systematic, repeated and often escalating pattern of behaviour by which the abuser seeks to control, limit and humiliate, often behind closed doors.

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Modern slavery

Including human trafficking; forced labour and domestic servitude; traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

The Clewer Initiative raises awareness of all aspects of modern slavery.

Safeguarding complaints policy and procedure

Introduction

The Diocese in Europe takes complaints about our work and quality of service in all aspects of safeguarding seriously. We view complaints as an opportunity to learn and improve the support that we offer to individuals and to our chaplaincies.

The Diocese in Europe aims to ensure that all safeguarding concerns are dealt with well. The Diocesan Safeguarding Team works to apply Diocesan Safeguarding Policy & Guidance and are informed by the Church of England Policy & Practice Guidance.
Within the Diocese in Europe local laws and customs can make full adherence to the Church of England processes in England impossible. This is accounted for in the Diocesan Safeguarding Policy.

This complaints procedure is not intended to provide a process for the resolution of safeguarding concerns or allegations. These should be reported to the Chaplain or Chaplaincy Safeguarding Officer or another appropriate person who will inform the Diocesan Safeguarding Team within 48 hours, and seek guidance in line with the Diocesan Safeguarding Policy.

For the purposes of this procedure, a complaint is an expression of dissatisfaction or concern about the way in which a safeguarding matter has been dealt with by the Diocesan Safeguarding Team. All information will be handled sensitively. Information will be shared on a 'need to know' basis only and with due regard to the General Data Protection Regulation.

Overall responsibility for this procedure and its implementation lies with the Diocesan Safeguarding Advisory Committee (DSAC), who will receive a bi-annual report of any concerns received, the outcomes and lessons learned. This policy will be reviewed periodically by DSAC as required.

January 2021

What constitutes a complaint?

In this policy a complaint is defined as a formal expression of dissatisfaction, whether justified or not, about any part of the safeguarding service offered by the Diocese in Europe.

A complainant may file a complaint if they believe:

1. That diocesan officers have not followed up a Safeguarding matter OR
2. That diocesan offices have failed to follow agreed policies and procedures OR
3. That diocesan officers have failed to communicate properly to anyone legitimately involved in an investigation

Who can complain?

The complainant must be the person directly affected by the issue or an interested party to the person affected (e.g. a close relative), and not an unrelated third party or wider observer. This procedure is not a substitute for the Clergy Discipline Measure. If the complaint relates to the conduct of a member of the clergy, then it may be more appropriate to use the Clergy Discipline Measure, further details of which can be found at here.

Whistleblowing

Whistleblowing is the disclosure of information which relates to suspected wrongdoing e.g. an officer of the diocese or employee of the Diocesan Board of Finance breaking or proposing to break the law, acting dishonestly in any way, or otherwise seeking to cover up any wrongdoing. Such matters should be dealt with under the Diocese in Europe Whistleblowing Policy.

How to Make a complaint

It is desirable that most complaints be resolved informally through a conversation between the person who would otherwise wish to complain and the person they wish to complain about. Senior staff will always encourage a complainant to consider, and if appropriate, try this informal process in the first instance.

However, we know this is not always appropriate or possible. So there is a staged process for more formal complaints. If informal contact has failed to resolve the matter then this process can be followed:

Stage One

The complaint should be made to the Diocesan Head of Safeguarding (HoS) who will alert the Chief Operating Officer (COO). The Complaint will be logged by the COO who will track its progress. In the event that the complaint is against the HoS or the HoS is directly involved in the matter then the complaint should be sent directly to the COO who will investigate it. Otherwise, the HoS will conduct the stage one investigation and report the outcome to the COO.

A complaint can only be submitted in writing by letter or email and this should explicitly state that the complainant wishes the issue to be covered under this procedure. All correspondence about the matter will be held securely by the DBF and subsequent telephone conversations will be recorded in writing and shared with the complainant to ensure accuracy.

The HoS will confirm that they have received the complaint within 5 working days and that they will respond fully within 4 working weeks. A copy of this complaints procedure will be supplied. Within 4 weeks of receipt of the complaint the HoS (or COO if the matter is about the HoS) will do the following:

1. Make all necessary and appropriate enquiries to establish the substance of the complaint and any attempts already made to resolve the matter informally.
2. Initiate further discussions or meetings with the complainant, to understand their issue fully, and seek clarity on what would constitute a resolution for them.
3. Speak with any other parties such as may be required in order to ensure that they have the necessary information available to respond to the complaint.

If it is not possible to respond to concerns within four working weeks, the HoS or COO will advise the complainant of the reason and when a response can be expected. If necessary, they will determine subsequent actions and where necessary, arrange mediation between the parties concerned. It is hoped that an acceptable resolution will be found and that the complaint can be resolved to the complainant's satisfaction at this level. If the complainant is not satisfied with the resolution they may move to stage 2:

Stage Two

If the complainant is not happy with the proposed resolution of their complaint at stage one, then within two working weeks of being notified of the proposed resolution they must inform the Chief Operating Officer of their decision to initiate stage two. (in the event that stage 1 has been handled by the COO then stage 2 will be conducted by the Lead Bishop for Safeguarding).

The COO will:

1. Acknowledge receipt of the stage two complaint within one working week.
2. Confirm when a response can be expected. The aim will be for complainants to receive a reply within four working weeks of acknowledgement. If this is not possible because, for example, an investigation has not been fully completed, a further letter or email will be sent indicating when a full reply will be given.
3. Review all documentation and actions taken and discuss with the complainant the situation from their perspective and why resolution could not be reached. All conversations will be recorded in writing and shared with the complainant for accuracy.
4. Discuss the matter with the HoS and the Diocesan Safeguarding Team (where appropriate) and consider what an appropriate response and resolution might
5. be, including the appointment of an independent investigator to review the complaint.
6. Inform the Chair of the Diocesan Safeguarding Advisory Panel of the complaint and seek advice from panel members as required.
7. Where necessary, take advice from the Diocesan Registrar and other legal and professional advisers.
8. The COO will reply to the complainant within four working weeks and inform them of the action taken to investigate the complaint, the conclusions from the investigation, and any action to be taken as a result of the complaint.

The COO will report the outcome to the Chair of the Diocesan Safeguarding Advisory Committee who will in turn ensure that the committee is aware of the outcome at its next meeting. If the Complainant remains dissatisfied they may move to stage 3:

Stage 3

The complainant may request in writing to the COO that the matter be reviewed by the Diocesan Safeguarding Advisory Committee. Such a request must be lodged within 2 working weeks of receipt of the stage 2 outcome. The Chair of DSAC will review all the documentation and discuss the matter with the Chief Operating Officer and the Lead Bishop for Safeguarding. The Chair will then either at their sole discretion:

1. Draw a conclusion based on these conversations and the written evidence and inform the complainant accordingly. OR
2. Investigate the matter themselves following the same process as in Stage 2 OR
3. Request that an independent member of the DSAC (who has not hitherto been involved in the case) investigates the matter and reports back to the chair with recommendations.

A stage 3 investigation will normally be completed within 4 working weeks of its receipt. In the event of any delay the complainant will be contacted with an explanation and a planned completion date.

At the end of the stage 3 investigation the Chair will report his or her conclusions to the complainant and to DSAC members and will request actions to be taken by the COO or the Diocesan Bishop. This is the final stage of the complaints process.
The number, type and outcome of any complaints will be reported once a year to the DSAC so that any trends or further actions deemed necessary can be considered.

Vexatious Complaints

Diocesan staff have the right to be protected against what can constitute continued harassment by frequent or aggressive complainants. Amongst other things harassment may be defined as:

1. Repeated phone calls or emails during or after the process making similar points to those already made.
2. Sending similar complaints to a range of Diocesan Staff or clergy even when the matter is being attended to in line with the policy or when the procedure has been completed.
3. Lodging a series of similar or closely related complaints with the Diocese or other Church bodies.
4. Communication that is felt to be persistent, repetitive or rude or personal.
5. Behaviour that causes undue stress to a member of staff.

In the event that a member of staff considers a complainant to be vexatious they should inform the COO and the Lead Bishop for Safeguarding in writing.
The COO and Lead Bishop will consider the evidence presented by the member of staff. The COO or Lead Bishop will make contact with the complainant and either:

1. Ask the complainant to desist and explain that further contact will be ignored or blocked. OR
2. Ask the complainant to use the complaints policy and reassure them that the process will be followed explaining that the matter cannot be revived after stage
3. has been completed. Incidents of actual or alleged vexatious complaint will be reported to the Chair of the Diocesan Safeguarding Advisory Committee and also the next
meeting of DSAC.