

## Reporting Safeguarding Concerns

The Safeguarding Office of the Assembly of Catholic Ordinaries of the Holy Land (ACOHL) is dedicated to promoting awareness, guidance, and best practices in safeguarding. Its mission is to support the creation of safe, respectful, and protective environments across all Catholic institutions.

### Our Mandate

The Safeguarding Office serves a preventive and advisory role. Please note:

- The Safeguarding Office does not conduct investigations into allegations or incidents.
- There is no centralized investigative body for the ACOHL.
- In accordance with the *Code of Canons Law (for the Eastern Churches c. 1468, for the Latin Church c. 1717)*, the Ordinary or Hierarch of each jurisdiction is responsible for conducting investigations when a credible complaint is made.

### How to Submit a Concern

If you wish to report a safeguarding concern and are unsure of the appropriate procedure or authority to contact, the Assembly provides a central reporting channel:

Contact us at:  [complaints@aocls.org](mailto:complaints@aocls.org)

### Handling of Concerns

All communications received through this channel are treated with strict confidentiality and due diligence.

Upon submission, the request is subject to the following process:

1. Review: The information is reviewed and assessed by the Safeguarding Office.
2. Referral: The matter is referred to the competent ecclesiastical authority (the relevant Ordinary).
3. Action: Any subsequent investigation or action is carried out in accordance with the *Code of Canons of the Eastern Churches, the Code of Canon Law* and applicable Church procedures.

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### Our Commitment to Safeguarding

This reporting mechanism ensures that all concerns are addressed by the appropriate Church authorities while upholding principles of transparency, accountability, and respect for due process.

The Assembly encourages individuals to report concerns in good faith. This is a vital part of our shared commitment to the protection of all persons, especially children and vulnerable adults.