

QUARRIERS
SECOND ADDENDUM PART D RESPONSE

relating to

QUARRIERS VILLAGE

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Part D – Abuse and Response

5 Abuse

5.8 Known Abusers at Establishment

i.	Does the organisation/establishment know of specific abusers, or alleged abusers, of children cared for at the establishment?	Yes. We have not included abusers/alleged abusers in this section if they have been included in a previous response.
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ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A1) Miss QMZ
iii.	For each of these persons, please provide as much as possible of the following information: <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse 3. where they worked prior to, and following, their time at the organisation/establishment 4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment 5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse 	<ol style="list-style-type: none"> 1. Sometime between 1939 and 1947. 2. Houseparent; cottage 4. 3. Not known. 4. Not known. 5. Not known.

ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A2) Mrs QNA
iii.	For each of these persons, please provide as much as possible of the following information: <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 	<ol style="list-style-type: none"> 1. Sometime between 1944 and 1950. 2. Houseparent; cottage 39. 3. Not known. 4. Not known.

	<p>2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse</p> <p>3. where they worked prior to, and following, their time at the organisation/establishment</p> <p>4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment</p> <p>5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse</p>	5. Not known.
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ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A3) Mr QNB
iii.	<p>For each of these persons, please provide as much as possible of the following information:</p> <p>1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment</p> <p>2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse</p> <p>3. where they worked prior to, and following, their time at the organisation/establishment</p> <p>4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment</p> <p>5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse</p>	<p>1. Sometime between 1944 and 1950.</p> <p>2. Houseparent; cottage 39.</p> <p>3. Not known.</p> <p>4. Not known</p> <p>5. Not known.</p>

ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A4) Ms QNC
iii.	<p>For each of these persons, please provide as much as possible of the following information:</p> <p>1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment</p> <p>2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse</p> <p>3. where they worked prior to, and following,</p>	<p>1. Sometime between 1947 and 1959.</p> <p>2. Houseparent; cottage 6.</p> <p>3. Not known.</p> <p>4. Not known</p> <p>5. Not known.</p>

	<p>their time at the organisation/establishment.</p> <p>4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment</p> <p>5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse</p>	
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ii.	<p>If so, what are the names of the abusers, and/or alleged abusers?</p>	(2A5) Mr QAF
iii.	<p>For each of these persons, please provide as much as possible of the following information:</p> <p>1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment</p> <p>2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse</p> <p>3. where they worked prior to, and following, their time at the organisation/establishment</p> <p>4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment</p> <p>5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse</p>	<p>1. Sometime between 1949 and 1957.</p> <p>2. Houseparent; cottage 40.</p> <p>3. Not known.</p> <p>4. Not known</p> <p>5. Not known.</p>

ii.	<p>If so, what are the names of the abusers, and/or alleged abusers?</p>	(2A6) Mrs QAG
iii.	<p>For each of these persons, please provide as much as possible of the following information:</p> <p>1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment</p> <p>2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse</p> <p>3. where they worked prior to, and following, their time at the organisation/establishment</p> <p>4. the knowledge sought or received about them by the organisation/establishment at the point</p>	<p>1. Sometime between 1949 and 1957.</p> <p>2. Houseparent; cottage 40.</p> <p>3. Not known.</p> <p>4. Not known</p> <p>5. Not known.</p>

	<p>of recruitment, and while they were at the establishment</p> <p>5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse</p>	
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ii.	<p>If so, what are the names of the abusers, and/or alleged abusers?</p>	(2A7) Mrs QGE
iii.	<p>For each of these persons, please provide as much as possible of the following information:</p> <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse 3. where they worked prior to, and following, their time at the organisation/establishment 4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment 5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse 	<ol style="list-style-type: none"> 1. Sometime between 1959 and 1963. 2. Houseparent; cottage 6. 3. Not known. 4. Not known. 5. Not known.

ii.	<p>If so, what are the names of the abusers, and/or alleged abusers?</p>	(2A8) Mr QGF
iii.	<p>For each of these persons, please provide as much as possible of the following information:</p> <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse 3. where they worked prior to, and following, their time at the organisation/establishment 4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment 5. any information sought by, or provided to, 	<ol style="list-style-type: none"> 1. Sometime between 1959 and 1963. 2. Houseparent; cottage 6. 3. Not known. 4. Not known. 5. Not known.

	future employers or third parties after they left the establishment, including regarding abuse or alleged abuse	
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ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A9) Mr QFS [REDACTED]
iii.	For each of these persons, please provide as much as possible of the following information: <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse 3. where they worked prior to, and following, their time at the organisation/establishment 4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment 5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse 	<ol style="list-style-type: none"> 1. 1972 to 1974 2. Houseparent; cottage 36. 3. Not known. 4. Employed: [REDACTED] 1972 – [REDACTED] 1974; Qualifications: RCCC 5. Not known.

ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A10) Mrs QFR [REDACTED]
iii.	For each of these persons, please provide as much as possible of the following information: <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse 3. where they worked prior to, and following, their time at the organisation/establishment 4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment 5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse 	<ol style="list-style-type: none"> 1. Sometime between 1972 and 1974. 2. Houseparent; cottage 36. 3. Not known. 4. Employed: [REDACTED] 1972- [REDACTED] 1974; Qualifications: ISTCCA 5. Not known.

ii.	If so, what are the names of the abusers, and/or alleged abusers?	(2A11) QNE [REDACTED]
iii.	For each of these persons, please provide as much as possible of the following information: <ol style="list-style-type: none"> 1. the period (dates) during which they are known or alleged to have abused children cared for at the establishment 2. the role they had in the organisation/establishment during the period of abuse and/or alleged abuse 3. where they worked prior to, and following, their time at the organisation/establishment 4. the knowledge sought or received about them by the organisation/establishment at the point of recruitment, and while they were at the establishment 5. any information sought by, or provided to, future employers or third parties after they left the establishment, including regarding abuse or alleged abuse 	<ol style="list-style-type: none"> 1. Sometime between [REDACTED] 1974 and [REDACTED] 1974. 2. Houseparent; 23. 3. Not known. 4. Not known. 5. Not known.
iv.	Were known abusers, or alleged abusers, of children cared for at the establishment moved from one establishment run by the organisation, to another establishment run by the organisation?	Nothing further to add.
v.	If so, why was this considered to be appropriate?	Nothing further to add.
vi.	If so, what process of monitoring/supervision followed at the new establishment?	Nothing further to add.

5.9 Specific Complaints

i.	<p>How many specific complaints of abuse of children cared for at the establishment have been made to the establishment/organisation?</p>	<p>When the initial section 21 response and the addendum response were provided in relation to Quarriers Village, details of disclosures of abuse which had been made to members of the aftercare team were not included. Those disclosures were not considered to be "specific complaints". Following discussions with the Inquiry team and a further review of records we have identified a further 29 matters which are either disclosures which were made to aftercare workers or further accounts of abuse which have come to light since the time of the previous responses.</p>
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For each specific complaint, please answer the following:

ii.	Who made the complaint?	1.
iii.	When was the complaint made?	30 July 2013
iv.	Against whom was the complaint made?	Mr and Mrs QGE/QGF (house parents)
v.	What was the nature of the complaint?	During a telephone conversation with a Quarriers aftercare worker 2013, ██████ requested the contact details of Mr and Mrs QGE/QGF and advised that she had complained twenty years ago to Bill Dunbar and "holds him responsible for some of the abuse." Previous correspondence indicates that she was in contact with Phil Robinson in 1996 and had discussions about obtaining her records. She was noted to have been angry and distressed about the treatment she received at Quarriers.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1946 and 1953.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This was dealt with as a disclosure and not a complaint. It was noted that ██████ case was currently under investigation by Police Scotland. On 31 July 2013 the aftercare worker called ██████ back. They had a discussion and it was indicated that she accepted that the QGE/QGF were possibly dead. A follow up appointment was offered. She was encouraged to come to Quarriers Village. There was subsequent telephone contact with ██████ supporter from Survivor Scotland in relation to ██████ records.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated. Support was offered to ██████ in accessing her records. A meeting was offered.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	As above. This was dealt with as a disclosure and not a complaint. Support was offered to ██████ in accessing her records. A meeting was offered.

xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	N/A.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	The police were already investigating the case. The policy at the time was to signpost survivors to the police and only to pass the information to the police if the survivors permission was obtained.

ii.	Who made the complaint?	2
iii.	When was the complaint made?	18 November 2004
iv.	Against whom was the complaint made?	Miss ^{QNF} (houseparent)
v.	What was the nature of the complaint?	During a telephone conversation with a Quarriers aftercare worker, [REDACTED] disclosed that Miss ^{QNF} had belted her on the bare bottom with a leather strap regularly and that she was evil.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1939 and 1946.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. [REDACTED]'s recollections were discussed with her during lengthy telephone calls on 18 November 2004 and 15 February 2005. She did not want her records but was sent a copy of a photograph that she appeared in from the narrative of facts.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was considered a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was considered a disclosure and not a complaint. [REDACTED]'s experiences were discussed with her by the aftercare worker. She was offered her records and copies of photographs from the narrative of facts.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above – pastoral response.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was considered a disclosure and not a complaint.

ii.	Who made the complaint?	3.
iii.	When was the complaint made?	07 November 2012
iv.	Against whom was the complaint made?	QFO/QJK (house parents)
v.	What was the nature of the complaint?	During a meeting with a Quarriers aftercare worker, [REDACTED] recounted daily physical abuse by his cottage parents, Mr and Mrs QFO/QJK This allegedly included beatings and smackings.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1971 and approximately 1981.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. An aftercare worker had a lengthy 4 hour interview with [REDACTED] on 7 November 2012. We assume that he was provided with a copy of his records at that time. A follow up telephone call was made on 12 November 2012. [REDACTED] was noted to be a bit overwhelmed by all of the information and was intending to go through it bit by bit. The enquiry was closed on 28 December 2012.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	As above.
ix.	What was the outcome of the complaint following that investigation?	As above.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	4.
iii.	When was the complaint made?	11 March 2006
iv.	Against whom was the complaint made?	QNE (house parent)
v.	What was the nature of the complaint?	requested a copy of her records and on receiving them was upset to read that derogatory remarks were made about her by QNE then disclosed to a Quarriers aftercare worker that QNE beat her "black and blue" and emotionally abused her by telling her her mother was dead.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1972 and 1974
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. The Aftercare worker signposted to the police. She offered to provide any help that she could. She signposted to others who could offer support including's GP and victim support organisations. An explanation of some of the language used in's records was also provided.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	As above. This matter was dealt with as a disclosure and not a complaint.
ix.	What was the outcome of the complaint following that investigation?	It is not known if contacted the police or other support organisations.
x.	Did the organisation/establishment provide a specific response to the complaint?	Yes.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	was sign-posted to Greenock Police Station if she wished to report the matter.

ii.	Who made the complaint?	5. QCG
iii.	When was the complaint made?	10 October 2005 & 23 April 2012
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	<p>In 2005 QCG contacted the Quarriers aftercare team requesting his records. He was being supported by a carers group. He met with an aftercare worker who went over his records with him. A copy was left with his support worker.</p> <p>It was recorded that he was 'anxious to talk about the physical and emotional abuse' he suffered in various cottages and was grateful for the information he had received and the opportunity to talk to someone.</p> <p>In 2012 QCG contacted Quarriers seeking compensation. He stated that his brother died as a result of brain injuries after a beating. He was spoken to on the telephone and had been in touch with the police, a lawyer and his MP.</p> <p>In 2013 he requested a copy of his brother's records through INCAS. Those were provided.</p>
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1938 and 1943; and 1944 and 1952.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. As above pastoral support was offered.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	As above.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	As above.
xi.	If so, what was the form of response e.g. apology, redress,	As above.

	pastoral response or any other type of response?	
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	In 2012 Mr [REDACTED] confirmed that he was in touch with the police.

ii.	Who made the complaint?	6.
iii.	When was the complaint made?	24 September 2015
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	During a meeting with a Quarriers aftercare worker, ■■■ disclosed that she was "treated like skivvy" and complained of corporal punishment "for the least thing."
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1960 and 1966.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	After meeting with ■■■ Quarriers aftercare worker sent on 4 photographs from previous narratives of facts and copies of the Quarriers Hymnal.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	7. GSJ
iii.	When was the complaint made?	05 February 2014
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	During a visit to Quarriers Village, GSJ disclosed to a Quarriers aftercare worker that he was abused physically, emotionally, and sexually whilst in Quarriers' care.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1958 and 1963.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. GSJ was given a copy of his records. He was advised to contact the police in relation to making a complaint.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	Yes.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above, GSJ was given a copy of his records and signposted to the police.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	GSJ was sign-posted to the police to make a complaint if he wished to do so.

ii.	Who made the complaint?	8.
iii.	When was the complaint made?	08 June 2007
iv.	Against whom was the complaint made?	QFR-QFS (house parents)
v.	What was the nature of the complaint?	disclosed to a Quarriers aftercare worker that he had been abused by his house parents, though no further details were provided. advised that he had spoken to the police about Mr & Mrs QFR-QFS
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1960 and 1975.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. visited on 19 June 2007. We presume he was provided with a copy of his records at that time and that those were discussed with him. It was noted that there was a long interview and that he went away reasonably happy.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. was provided with a copy of his records which were explained to him.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was considered a disclosure and not a complaint. advised that he had already notified the police of his allegations.

ii.	Who made the complaint?	9
iii.	When was the complaint made?	22 March 2011
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	█ visited Quarriers Village to request a copy of her records. During a conversation with a Quarriers aftercare worker, she disclosed that she was forced to eat food she didn't like and was shown cruelty when she wet the bed.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1967 and 1970.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was considered a disclosure and not a complaint. █ was provided with a copy of her records. She was advised to telephone the aftercare worker if she wanted to discuss anything further. █ was noted as having been to Time to be Heard and to have found it helpful.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	Yes.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	The matter was dealt with as a disclosure rather than a complaint. █ was provided with a copy of her records which were discussed with her. She was offered pastoral support.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	10. HDZ
iii.	When was the complaint made?	15 December 2004
iv.	Against whom was the complaint made?	QNA-QNB (house parents); Ms QNG (house parent)
v.	What was the nature of the complaint?	During a conversation with a Quarriers aftercare worker when discussing obtaining his records, HDZ described his cottage father, Mr QNB as "an animal" who used to strike him on the head with "a big old bible" at bible class. He described a "terribly abusive time" at Quarriers.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1944 and 1950.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. HDZ was provided with a copy of his records.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint and was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable as there was no investigation.
x.	Did the organisation/establishment provide a specific response to the complaint?	No.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above. HDZ was provided with a copy of his records.
xii.	If there was no response, why not?	The matter was considered a disclosure and not a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was considered a disclosure and not a complaint.

ii.	Who made the complaint?	11.
iii.	When was the complaint made?	10 May 2010.
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	Physical abuse. During a visit to Quarriers Village, █████ complained of physical abuse.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1935 and 1949.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. The disclosure was made during the course of a visit to Quarriers Village to obtain her records. A copy of █████'s records were provided to her. A copy page from the narrative of facts was also scanned and sent to her on 19 May 2010.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. █████ was provided with a copy of her records.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	12.
iii.	When was the complaint made?	14 August 2008
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	Sexual abuse. Whilst making an enquiry about her records to Quarriers' aftercare team, ■■■ disclosed being sexually abused and being taken to Ayr and being brought back drugged. She was not sure that she was at Quarriers, but was certain she lived in the Kilmacolm / Bridge of Weir area.
vi.	When/over what period was the abuse alleged to have taken place?	Unknown.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. ■■■ advised that she would telephone to arrange to visit Quarriers Village, but there was no further contact. The enquiry was closed on 22 December 2008. A review of Quarriers' records suggests that there was no one by that name in Quarriers' care, nor any of the aliases she had provided.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint and was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	Not clear from the documentation available. The matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	13. FBT
iii.	When was the complaint made?	02 December 2004
iv.	Against whom was the complaint made?	QAF/QAG (houseparents cottage 40)
v.	What was the nature of the complaint?	Physical abuse. In the context of a request for records, FBT disclosed to a Quarriers' aftercare worker that he suffered beatings at the hands of Mr and Mrs QAF/QAG
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1947 and 1955, and 1955 and 1957
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. FBT and his brother attended a meeting with a Quarriers aftercare worker.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint and was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. FBT was provided with a copy of his records and met with a Quarriers aftercare worker.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	As above.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	14. QFM
iii.	When was the complaint made?	22 November 2004
iv.	Against whom was the complaint made?	QAF/QAG (house parents)
v.	What was the nature of the complaint?	QFM disclosed to a Quarriers aftercare worker that he had been subjected to cold baths and being made to lie in a wet bed. He had previously intimated a claim for compensation in 1997 (see addendum to 5.10 below).
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; 1947 – 1955, and 1955 – 1957
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. QFM was provided with a copy of his records and met with a Quarriers Aftercare worker along with his brother. QFM was signposted to support agencies.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	15.
iii.	When was the complaint made?	24 June 1999 & 18 February 2002
iv.	Against whom was the complaint made?	Not specified
v.	What was the nature of the complaint?	<p>Physical abuse. ■■■ wrote to Quarriers from Australia detailing abuse she and her brothers had suffered.</p> <p>■■■'s letter indicates that she "lived in fear every moment of the day" and was "beaten for trivia." She also alleged to her house parent would "box [her] across the ears and if [she] fell or cried [she] got another one."</p> <p>The letter also alleges that she disclosed this to her grandmother, who then raised it with the superintendent. She was then "warned within an inch of [her] live not to say anything ever again."</p> <p>It is alleged she and other children were subjected to cold baths for bedwetting, strapped on their bare back-sides, and made to stand in a cold shed for hours without shoes or clothes except for a cotton vest.</p>
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1941 and 1953.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	Phil Robinson, then Service Director, and Frieda Park met with ■■■ when she visited Quarriers Village. A letter dated 4 November 1999 was sent to ■■■ by Phil Robinson. A further response was sent by a Quarriers aftercare worker, on 17 September 2002.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	No investigation was carried out.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.

x.	Did the organisation/establishment provide a specific response to the complaint?	Yes.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	Phil Robinson, then service director, met with [REDACTED] and subsequently wrote to her expressing sympathy and offering further contact if it was considered that he could do anything to assist. A response was also sent by Pam Barr, Aftercare Worker, on 17 September 2002 expressing sympathy and regret and offering to be a point of contact for [REDACTED]'s brothers and sisters if they wished to contact her to discuss their experiences.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	16.
iii.	When was the complaint made?	09 December 2016
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	Sexual abuse. ■■■ sent Quarriers an email indicating that he had been raped and seeking guidance to some form of resolution. It is unclear against whom this allegation was made or whether it was alleged to have happened at Quarriers.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1962 and 1963, and in 1964.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was considered a disclosure and not a complaint. ■■■ was asked for identification as that would allow Quarriers to provide him with copies of his records.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. An email was sent to ■■■ on 9 December 2016 in relation to obtaining access to his records.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint. No detail was given in relation to the allegation.

ii.	Who made the complaint?	17
iii.	When was the complaint made?	14 July 2009
iv.	Against whom was the complaint made?	Mr ^{QDC} and Mr ^{QJF} (cottage fathers)
v.	What was the nature of the complaint?	<p>When seeking access to her records ██████ emailed the Quarriers aftercare worker detailing that she had been physically and sexually abused by cottage fathers Mr^{QJF} and Mr^{QDC}.</p> <p>We have not been able to trace whether a reply was issued and whether ██████ was sent her records.</p>
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1961 and 1963.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. No investigation was carried out.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	We have not traced any response to the disclosure.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	Not known.
xii.	If there was no response, why not?	Not known.
xiii.	Was the information/content of the complaint passed to police?	Not known.
xiv.	If not, why not?	Not know. However the matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	18.
iii.	When was the complaint made?	4 September 2007
iv.	Against whom was the complaint made?	Mrs QJL [REDACTED] (presumed to be a house parent)
v.	What was the nature of the complaint?	During a telephone conversation with a Quarriers aftercare worker [REDACTED] disclosed that Mrs QJL [REDACTED] locked her sister, [REDACTED] in the coal cellar all night on one occasion. She blackened herself up with the coal and got another beating for that.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1933 and 1945.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. This was disclosed in the context of [REDACTED]'s granddaughter trying to trace other family members. The aftercare worker spoke to [REDACTED] about her experiences and provided her with a copy of her records.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. A copy of [REDACTED]'s records were sent to her and a letter sent to her granddaughter advising her of that.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	19.
iii.	When was the complaint made?	22 November 2004
iv.	Against whom was the complaint made?	Ms QNC
v.	What was the nature of the complaint?	disclosed to a Quarriers aftercare worker that she had been abused physically, force fed, made to have cold baths, and had to eat a cockroach as punishment. She also indicated that she had been beaten for twirling a brush she was washing which hit another girl. She said her brother had welt marks at top of legs from beatings.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1947 and 1959.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. The disclosure was made in the context of a request for records. The Quarriers aftercare worker had a long phone call with on 23 November 2004. A letter was sent on 15 February 2005 asking to contact the aftercare department.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with a disclosure and not a complaint. The response was a pastoral response and offering assistance in providing records.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	20. QFC
iii.	When was the complaint made?	03 December 2002
iv.	Against whom was the complaint made?	Not specified
v.	What was the nature of the complaint?	QFC wrote to Phil Robinson to notify him that his mind "already bears the scars from abuses" and that he wished to "give [Quarriers] and the authorities a detailed account of abuses" which he endured. He spoke to an aftercare worker advising that he had had "very negative experiences" and that he wanted information about the police so that he could make the allegations to them.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1944 and 1959
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	An aftercare worker spoke to QFC on the telephone on 10 December 2002. Phil Robinson wrote to QFC on 13 December 2002 thanking him for his letter and offering support. He provided him with contact details for the aftercare worker and the police along with contact details. He also enclosed two newspaper articles about the abuse allegations at Quarriers.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	Yes.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	Not applicable.
xiii.	Was the information/content of the complaint passed to police?	No.

xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint. QFC was provided contact details for the police. It was noted that the person making the allegation or allegations may not wish Quarriers to be involved at the stage at which they disclosed details.
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ii.	Who made the complaint?	21.
iii.	When was the complaint made?	29 November 2004
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	██████████ advised an aftercare worker that he had been physically and sexually assaulted whilst resident at Quarriers.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1938 – 1954
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. Mr ██████████ wanted to know why he was sent to Quarriers and wanted to more information on this mother. He was provided with a copy of his records.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was considered a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. ██████████ was provided with a copy of his records which contained all of the information Quarriers held about his mother.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	22.
iii.	When was the complaint made?	Unknown.
iv.	Against whom was the complaint made?	Not specified
v.	What was the nature of the complaint?	<p>██████████ provided Quarriers with a handwritten account of his experiences at Quarriers Village between 1921 and 1933.</p> <p>On one occasion, when he was 14 years old, he was tasked with depositing money at the Post Office. On his return, the house father quizzed him as to whether he had in fact deposited the money and hit him several times with the belt to the point that he was sweating</p> <p>On holidays and Saturdays, he was told to play outside, however the house mother had sewn up his pockets and it was so cold his hands turned blue.</p> <p>██████████ also recalled running away and being strapped when he was returned to Quarriers Village.</p>
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1921 - 1933
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	It is not known when this account was received or what happened with it.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	Unknown.
ix.	What was the outcome of the complaint following that investigation?	Unknown.
x.	Did the organisation/establishment provide a specific response to the complaint?	Unknown.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	Unknown.
xii.	If there was no response, why not?	Unknown.
xiii.	Was the information/content of the complaint passed to police?	Unknown.
xiv.	If not, why not?	Unknown.

ii.	Who made the complaint?	23.
iii.	When was the complaint made?	17 October 2016
iv.	Against whom was the complaint made?	Unknown older male residents at Quarriers Village
v.	What was the nature of the complaint?	██████████ visited Quarriers with her sister in law in order to obtain a copy of her records. During the visit, she disclosed that she had been sexually abused by older boys homed at Quarriers Village. She said that she had come to terms with it and was not making a complaint.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1975 and 1977.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. It was discussed with ██████████ when she visited on 17 October 2016. ██████████ was provided with a copy of her records.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was considered a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	██████████ indicated that she did not wish to make a complaint.

ii.	Who made the complaint?	24.
iii.	When was the complaint made?	13 December 2004
iv.	Against whom was the complaint made?	Unspecified gardener; unspecified house parents
v.	What was the nature of the complaint?	During a telephone conversation with a Quarriers aftercare worker, ■■■ disclosed that he had suffered "very abusive care including sexual abuse by a gardener." He described living in fear and that his house mother was "an evil woman". He alleged that he was made to wash soiled clothes outside with freezing water and that his mouth was washed out with carbolic soap. He recalled an incident when his toes were scalded and thought his house mother may have been involved. He claimed to have deliberately cold baths for misbehaving.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1942 – 1950.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure made in the context of a request for records and not a complaint. Arrangements were made to provide ■■■ with his records.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was considered a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. ■■■ was provided with pastoral care and a copy of his records.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was considered a disclosure and not a complaint.

ii.	Who made the complaint?	25. LWS
iii.	When was the complaint made?	26 October 2016
iv.	Against whom was the complaint made?	Not specified
v.	What was the nature of the complaint?	During a visit to Quarriers Village, LWS LWS disclosed that he had been force fed and physically abused.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1957 - 1958
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure in the context of obtaining records and not a complaint. An aftercare worker met with LWS and provided him with a copy of his records on 26 October 2016.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was considered a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

ii.	Who made the complaint?	26.
iii.	When was the complaint made?	July 2010
iv.	Against whom was the complaint made?	Not specified
v.	What was the nature of the complaint?	An email was received from [REDACTED] with "a very troubling story of his experience in Quarriers (cottages 30 and 31)." The content of the email was for Tom Shaw.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1951 and 1965.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. The details of the allegation were to be passed to Tom Shaw for the purposes of the Time to be Heard pilot scheme. Quarriers aftercare worker contacted [REDACTED] and arranged for him to be provided with a copy of his records and an explanation of their contents.
viii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint. [REDACTED]'s account was intended for the Time To e Heard pilot.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint and was intended for the Time To Be Heard pilot scheme..

ii.	Who made the complaint?	27.
iii.	When was the complaint made?	27 October 2009
iv.	Against whom was the complaint made?	Not specified.
v.	What was the nature of the complaint?	A Quarriers aftercare worker met with [REDACTED] [REDACTED] A handwritten note of that meeting records that he claimed to have been abused physically and probably sexually. He showed the aftercare worker an area on his shoulder where he said he and his siblings were 'branded'.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1953 and 1955.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. A Quarriers aftercare worker met with [REDACTED] and advised him of the legal options open to him.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	This matter was dealt with as a disclosure and not a complaint. It was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	This matter was dealt with as a disclosure and not a complaint. [REDACTED]'s recollections were discussed with him and he was advised of the legal actions open to him.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	As above.
xii.	If there was no response, why not?	The matter was not dealt with as a complaint.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint. [REDACTED] was advised of the option of reporting the matter to the police.

ii.	Who made the complaint?	28. QBZ
iii.	When was the complaint made?	13 May 2010
iv.	Against whom was the complaint made?	QBS/QBT [REDACTED] their son, an older male resident [REDACTED] and various older female residents
v.	What was the nature of the complaint?	During a meeting with a Quarriers aftercare worker, QBZ disclosed having been physically abused by QBS [REDACTED] and sexually abused by QBT [REDACTED] the houseparents' son, an older boy [REDACTED] and various older girls.
vi.	When/over what period was the abuse alleged to have taken place?	Not specified; at Quarriers between 1972 and 1981.
vii.	What was the organisation/establishment's process and approach in dealing with the complaint?	This matter was dealt with as a disclosure and not a complaint. The aftercare worker discussed QBZ recollections with her and arranged a follow up visit. She was provided with the details for Time to be Heard.
vii.	What was the organisation/establishment's process and approach for investigating the complaint?	The disclosure was not investigated.
ix.	What was the outcome of the complaint following that investigation?	Not applicable.
x.	Did the organisation/establishment provide a specific response to the complaint?	As above.
xi.	If so, what was the form of response e.g. apology, redress, pastoral response or any other type of response?	The matter was not dealt with as a complaint. The response was a pastoral one and signposting QBZ to other agencies.
xii.	If there was no response, why not?	As above.
xiii.	Was the information/content of the complaint passed to police?	No.
xiv.	If not, why not?	This matter was dealt with as a disclosure and not a complaint.

5.10 Civil actions	
i How many civil actions have been brought against the organisation and/or establishment relating to abuse, or alleged abuse, of children cared for at the establishment?	We have traced one further claim for compensation which was made in 1997. In total we have traced 28 claims or court actions made/brought between 1997 and 2014.
ii. Who brought the action	QFM – claim only
iii. When was the action brought?	The letter of claim was written on [REDACTED] 1997.
iv. Against whom was the action brought?	Quarriers
v. What was the nature of the abuse or alleged abuse to which the action related?	Physical abuse by members of staff. Subject of experimentation by QBL in respect of bed wetting.
vi. What were the names of the persons said to have or alleged to have committed abuse?	Mr QAF, housefather. QBL
vii. When/over what period was the abuse said or alleged to have taken place?	Between 1947 and 1957
viii. How did the action progress?	A letter of claim was written to the Director of Human Resources by Messrs Franchi Finnieston on [REDACTED] 1997. Quarriers appointed Brechin Tindal Oatts Solicitors to act on their behalf. The claim was denied on the basis of limitation.
ix. What was the outcome?	No court action was raised.
x. Was the action settled on a conditional basis of confidentiality	No.
xi. Who was/were the organisation/establishment's legal representative(s) in relation to the civil action?	Quarriers – Brechin Tindal Oatts Claimant – Messrs Franchi Finnieston
xii. Did the organisation/establishment carry insurance for meeting civil claims at the time the action was live?	At the time the claim was dealt with it appears that no insurance cover had been traced.
xiii How/where can copies of the court papers relating to the civil action be made available to the Inquiry?	Brechin Tindal Oatts or Messrs Franchi Finnieston may retain papers.

