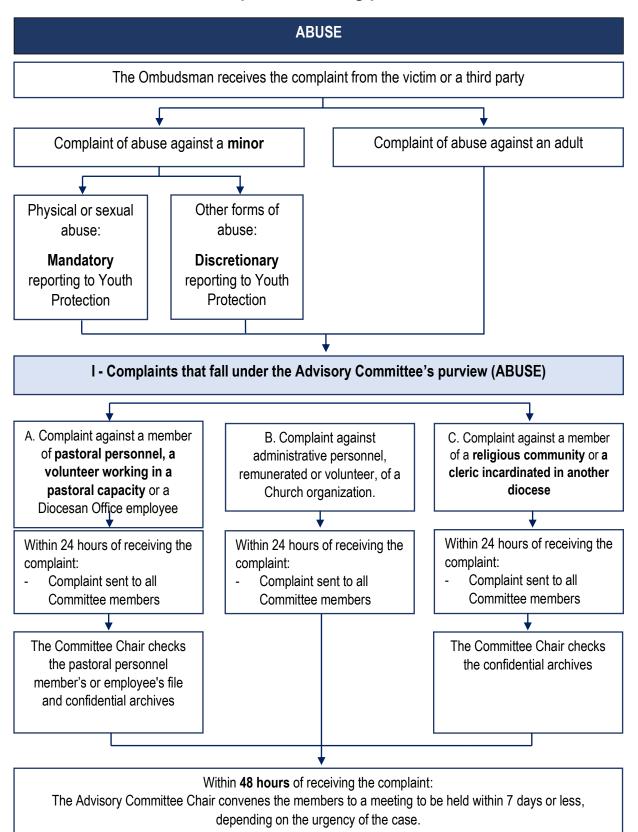
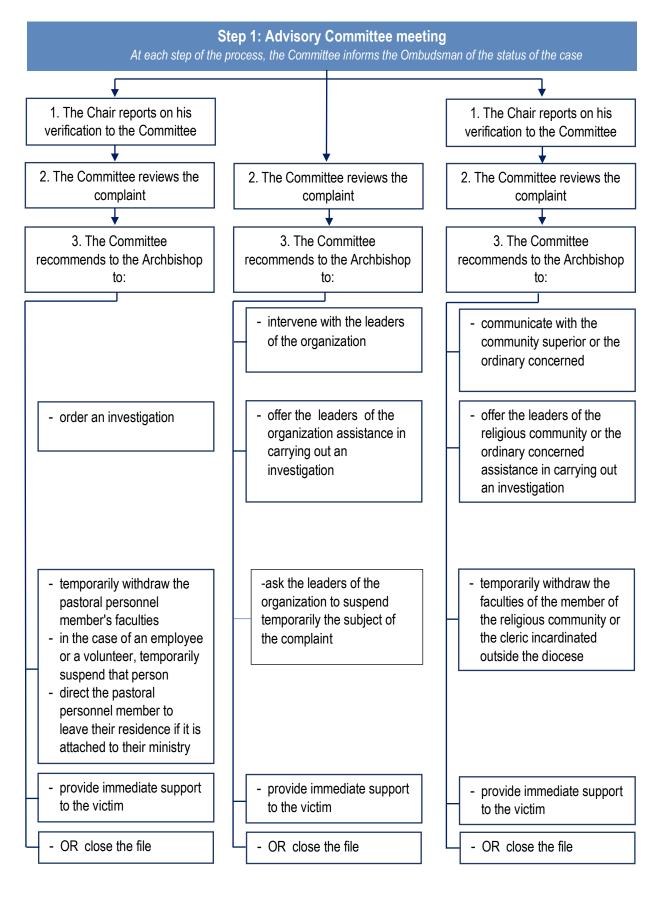


Complaint handling process
May 19, 2021

## **Complaint handling process**









#### **Step 2: After the investigation** At each step of the process, the Committee informs the Ombudsman of the status of the case The investigator reports the The investigator reports the The investigator reports the outcome of the investigation to outcome of the investigation to outcome of the investigation to the Committee and the leaders the Committee and the the Committee of the organization Superior or Ordinary The Committee recommends to the Archbishop to: withdraw the faculties of withdraw the faculties of -ask the leaders to dismiss the member of the the pastoral personnel the subject of the religious community or the member until a later stage complaint incardinated cleric outside - direct the pastoral the diocese personnel member to leave their residence if it is attached to their ministry - obtain a psychological assessment pastoral personnel member - reprimand or dismiss the employee or the volunteer provide support to the provide support to the victim, if this has not

victim, if this has not already been done

provide support to the victim, if this has not already been done

request a report on the actions taken by the Superior or the Ordinary

in case of inaction on the part of the Superior or Ordinary, inform the Holy See (CIVCSVA or Cong. for the Clergy)

OR close the file and, if applicable: reinstate the faculties of the member or the cleric

- OR close the file and, if applicable:

already been done

send a copy of the

to the CDF

investigation report with

the Archbishop's opinion

a) reinstate the pastoral personnel member's faculties

b) end the employee's or the volunteer's suspension

OR close the file

### Step 3: Canonical procedures

The Archbishop informs the Ombudsman of the status of the canonical process and its outcome.

Judicial proceedings

Extra-judicial/administrative proceedings

Disciplinary administrative decree

#### OTHER TYPES OF COMPLAINTS (NON-ABUSE)

The Ombudsman receives the complaint from the victim or a third party

# II - Complaints that fall under the responsibility of the Director of the OPP or the Vicar General At each step of the process, the Ombudsman is informed of the status of the case

A.Complaint against a member of the pastoral personnel, a volunteer working in a pastoral capacity or a diocesan office employee

Within 48 hours of receipt, the complaint is sent to the Director of the OPP (pastoral personnel) or the Vicar General (employees or volunteers)

After reviewing the complaint, the Director of the OPP (or the Vicar General) takes appropriate action:

- sets up a mediation
- requests the temporary withdrawal of the pastoral personnel member's faculties from the Archbishop
- temporarily suspends the employee or the volunteer
- calls for an investigation and obtains the report
- directs the pastoral personnel member to leave their residence if it is attached to their ministry
- dismisses the employee or the volunteer
- OR closes the file

B. Complaint against administrative personnel, remunerated or volunteer, of a Church organization

Within 48 hours of receipt, the complaint is sent to the Vicar General

The Vicar General informs the leaders of the organization

If necessary, the Vicar General asks that an investigation be carried out

If an investigation is carried out, the investigator submits their report to the Vicar General and the parish leaders

The Vicar General requests a report on actions taken

The Vicar General informs the Archbishop and the Ombudsman

OR closes the file

C. Complaint against a member of a religious community or an incardinated cleric in another diocese

Within 48 hours of receipt, the complaint is sent to the Vicar General

The Vicar General informs the Superior of the community or the Ordinary

If necessary, the Vicar General asks that an investigation be carried out

If an investigation is carried out, the investigator submits their report to the Vicar General and the Superior or the Ordinary

The Vicar General requests a report on actions taken

The Vicar General informs the Archbishop and the Ombudsman

OR closes the file

