

COMPLAINANT SUPPORT POLICY

1. Therapeutic support

In urgent cases, the Ombudsman may offer the complainant therapeutic support:

- The complainant will be able to choose the therapist of their choice or, if they so wish, the Ombudsman will help them find a therapist.
- The Ombudsman will offer up to six (6) one-hour sessions for a total amount of \$900.00. These costs will be paid directly by the Ombudsman to the chosen professional; the complainant will not need to disburse any amounts.

In all cases, the Ombudsman may ask the Advisory Committee to recommend that the Archbishop provide therapeutic support to the complainant:

- Up to twelve (12) meetings for a total amount of \$1800.00, not including the therapeutic support offered by the Ombudsman in urgent cases.
- If approved by the Archbishop, the Ombudsman will pay the chosen professional for the therapeutic support directly; the complainant will not need to disburse any amounts.

In the event a complainant files a complaint with the police, the complainant will be offered a further series of sessions with a therapist to provide support during the pre-trial process:

- Up to six (6) one-hour sessions for a total additional amount of \$900.00.
- The Ombudsman will pay the chosen professional directly; the complainant will not need to disburse any amounts.

2. Ombudsman support

If the complainant files a complaint with the police and asks for the Ombudsman's support, the Ombudsman may accompany the complainant in dealing with police authorities

In the event of a canonical or criminal trial, the Ombudsman may accompany the complainant if the latter so wishes.

3. Legal protection

In the event of a canonical trial, the complainant may benefit from the services of a lawyer to represent them, if they so require:

- The Archdiocese will pay this lawyer's fees.

In the event of a criminal trial, the complainant may benefit from the services of a lawyer to represent them, if they so require:

- The Archdiocese will pay this lawyer's fees.

Moreover, the Archdiocese will provide legal protection to any person who makes a complaint in good faith (victim or witness) and will hold them harmless from any prosecution or threat of prosecution related to it.

4. Protection against denunciation to police authorities

Except in cases where a person's life is in danger, no one will contact the police without the complainant's permission, as this choice rests with the complainant.