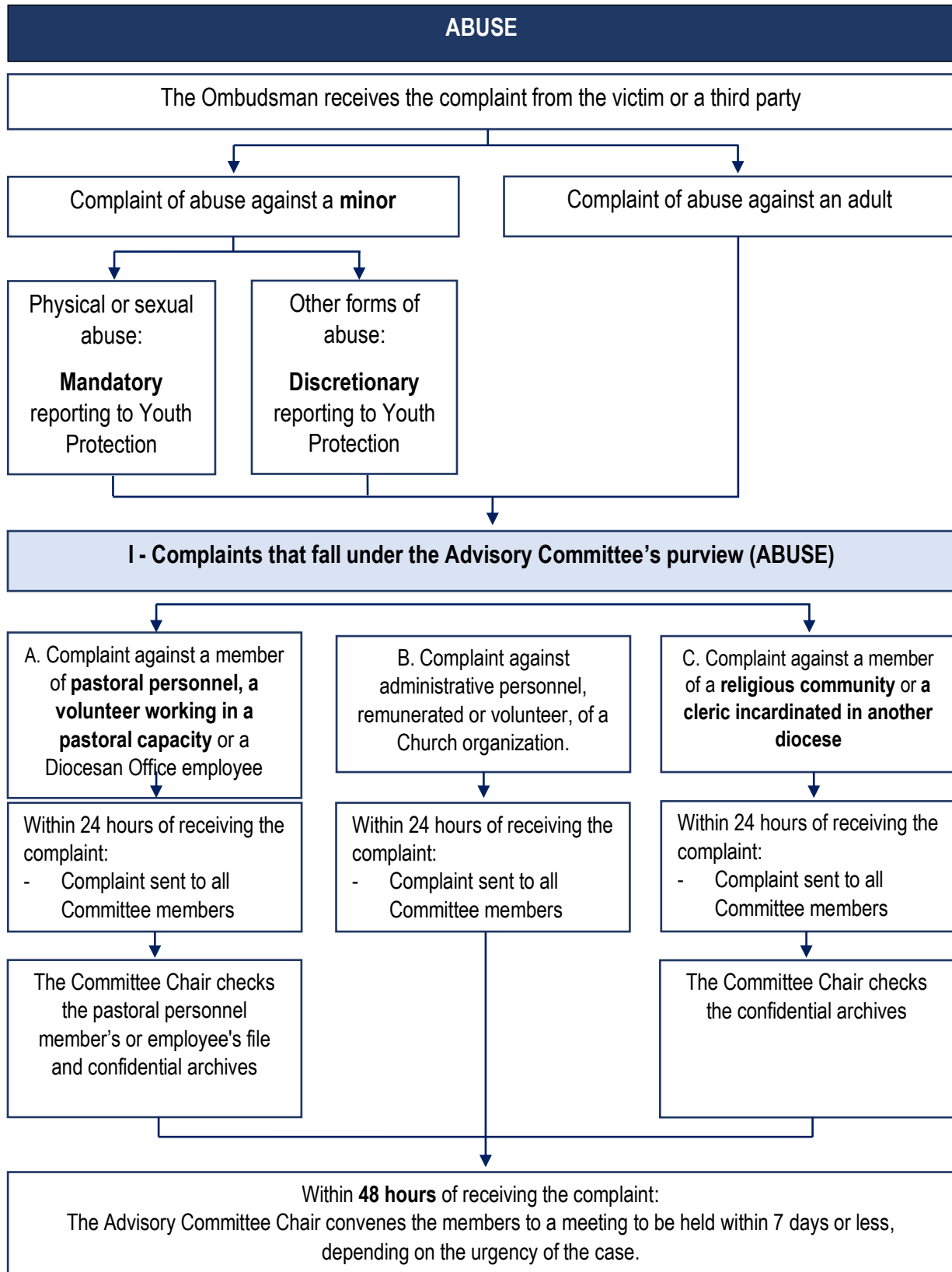




Complaint handling process

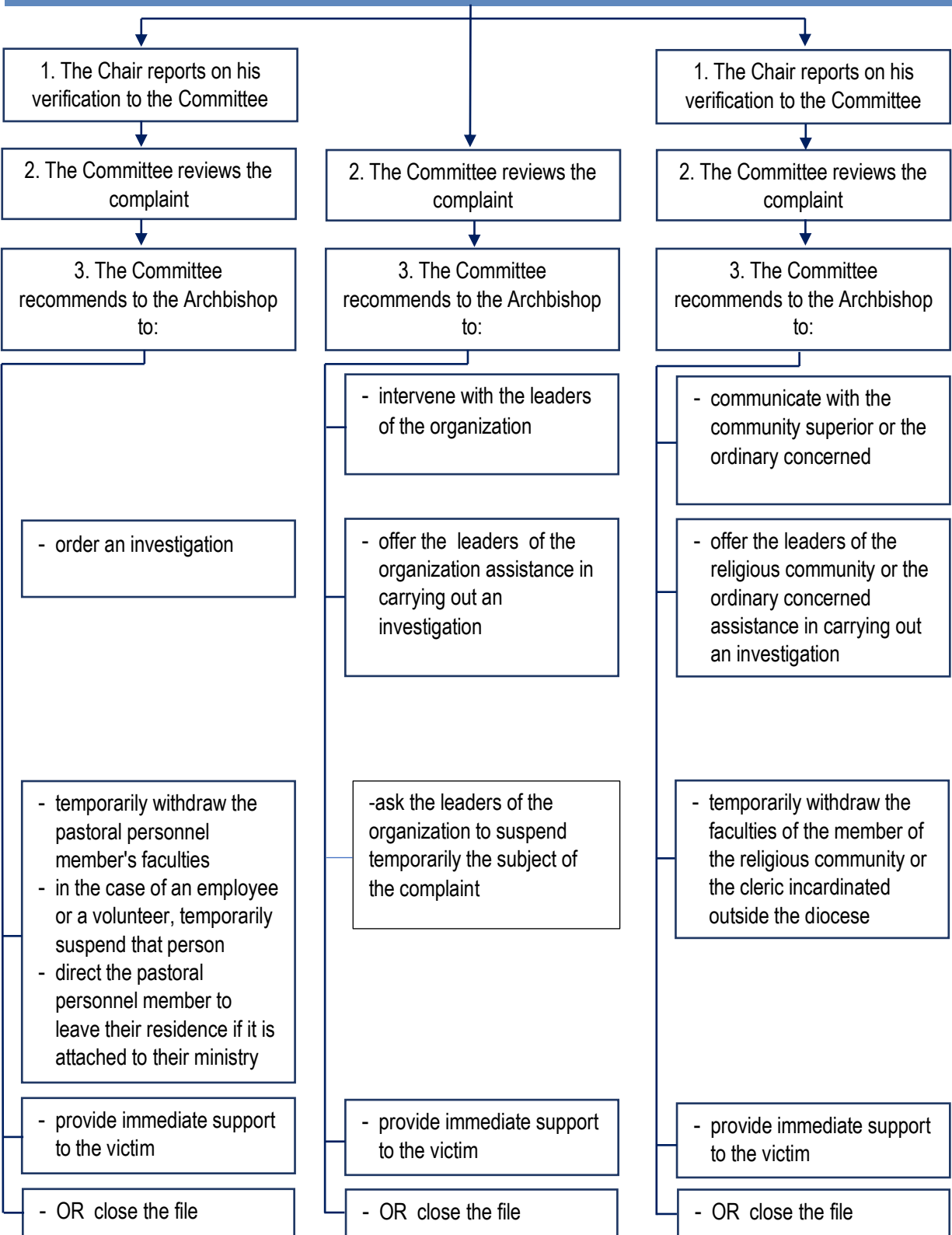
May 19, 2021

Complaint handling process



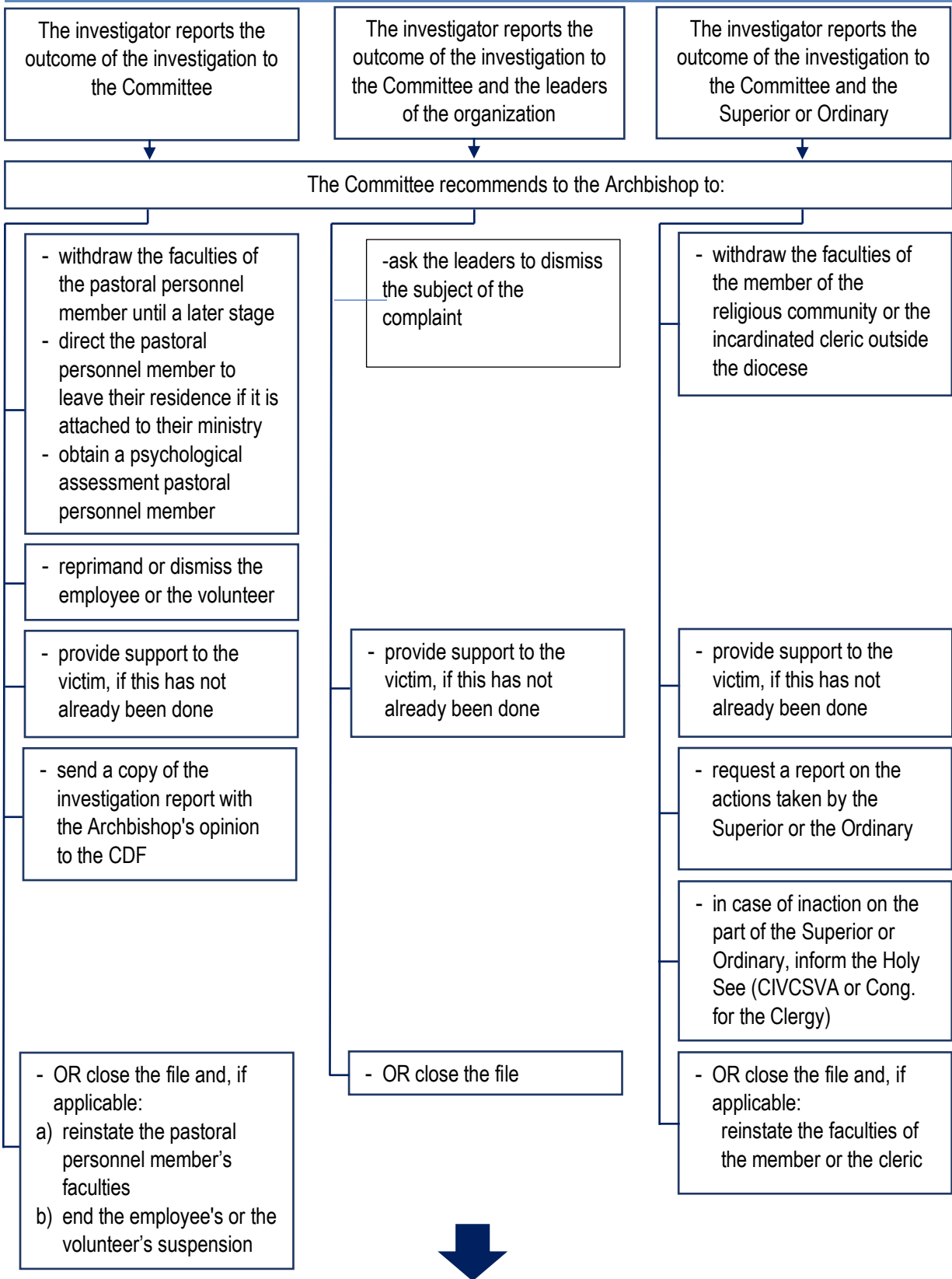
Step 1: Advisory Committee meeting

At each step of the process, the Committee informs the Ombudsman of the status of the case



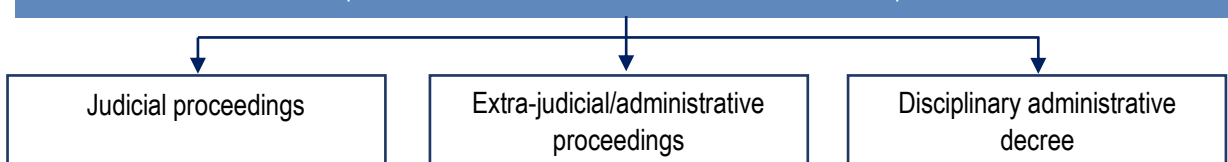
Step 2: After the investigation

At each step of the process, the Committee informs the Ombudsman of the status of the case



Step 3: Canonical procedures

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

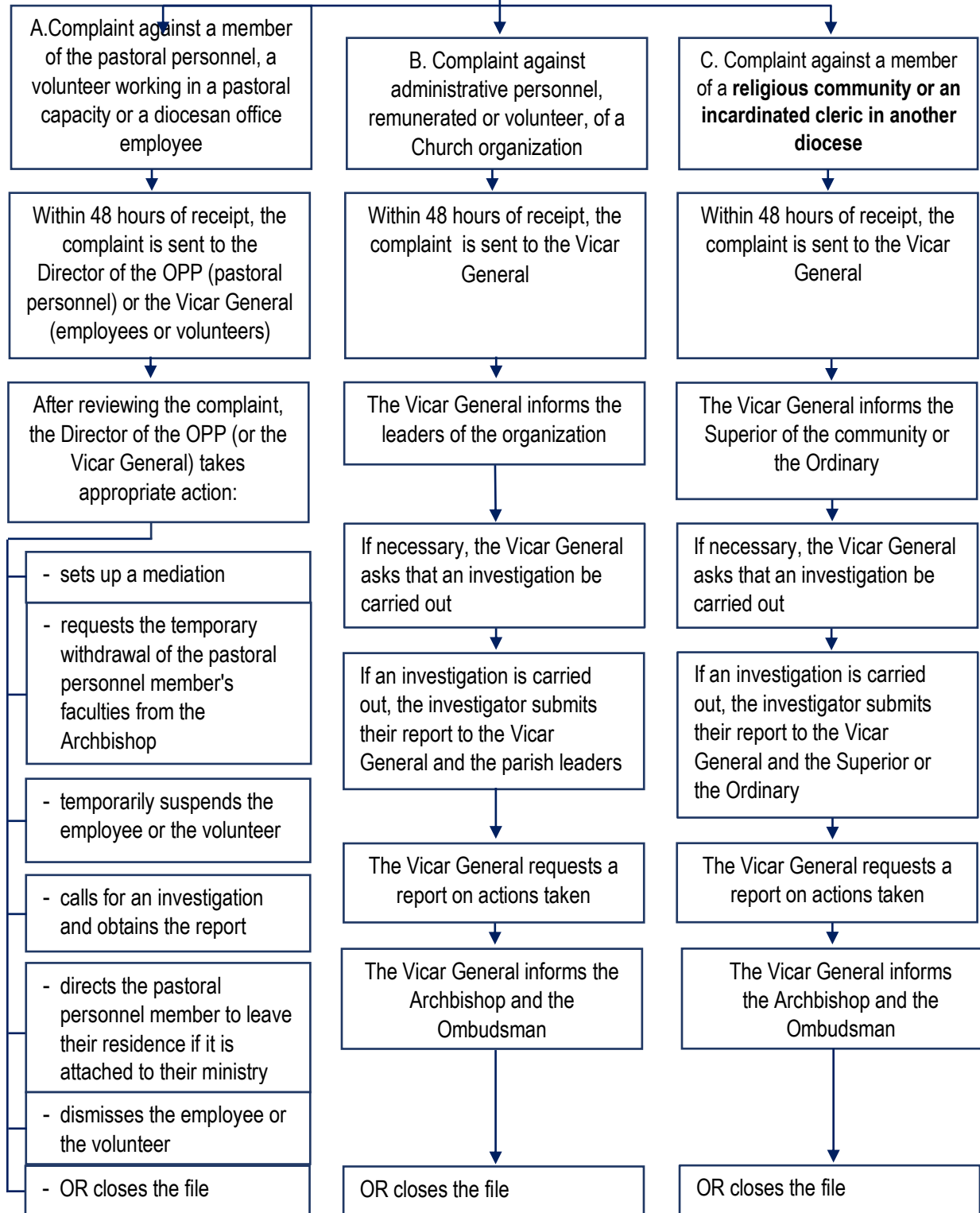


OTHER TYPES OF COMPLAINTS (NON-ABUSE)

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



Step 3: Canonical procedures