

COMPLAINANT SUPPORT POLICY

May 5, 2021

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. 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, 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.
- 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.