

Allegation Assessment Protocol – Complaints

Policy No. 365

Policy Statement: This protocol will be followed by the Archdiocese regarding non-sexual complaints about its clergy, employees or volunteers.

Intent of Policy: To ensure that all complaints of a non-sexual nature are thoroughly examined and appropriately treated according to civil and canon law.

Definition: **Complaints of a non-sexual nature** include but are not limited to:

- Office etiquette
- Telephone manners
- Unbecoming behavior (rudeness)
- Lack of availability
- Dress code

Intake contacts include:

- Chancery Office Executive Assistants
- Clergy
- Pastoral Assistants

Intake methods include:

- Email
- Telephone
- Mail

Procedure:

- a) Access one of the intake contacts and provide:
 - Name of person reporting
 - Telephone number
 - Email or mailing address
- b) Information obtained from the intake will be referred to the Chancellor and/or the Safe Environment Coordinator
- c) The Chancellor and/or the Safe Environment Coordinator will:
 - Create a file with the information provided by the intake contact.
 - Make initial contact with the complainant within 2 working days.
 - Complete the enquiry within 14 working days that includes:
 - notifying the alleged offender of the complaint
 - gathering facts and circumstances from the complainant, alleged offender, witnesses and any relevant documentation
 - preserving anonymity of the complainant as much as possible.

- Provide a written response to the complainant and alleged offender within 1 month of the allegation.
- Communicate to the complainant any extensions necessary to the above timeline, if applicable.

Refer to Policies:

No. 354 Abuse

No. 360 Allegation Assessment Protocol - Abuse

No. 907 Protection of Personal Information

