

What to do if you have a complaint?

If another member of the church sins against you, go and point out the fault when the two of you are alone. If the member listens to you, you have regained that one. But if you are not listened to, take one or two others along with you, so that every word may be confirmed by the evidence of two or three witnesses. Matt 18:15

This complaint process has been developed to build up the Community of Faith by ensuring the credibility and accountability of the priests of the Archdiocese of Winnipeg, with respect to the Code of Priestly Conduct, and to promote harmony within the Church.

**Follow
these steps
if you have a
complaint
about a
priest**

STEP 1

- Often complaints or disputes arise from misunderstandings, misinterpretations, or a lack of communication. Depending on the circumstances, a discussion with the priest directly involved may clarify and alleviate the concerns. At times a discussion with a trusted member of the parish, such as the chair of the Parish Council, might lead to an understanding.

STEP 2

- In the event that there is no satisfactory resolution at the level of the local community, you may submit a formal complaint to the Priestly Conduct Committee
- Anonymous complaints can not be investigated by the Committee.
- Generally, the Priestly Conduct Committee will only consider or act upon complaints which have first been directed to the priest who is involved.

Complaints submitted to the Priestly Conduct Committee

AFTER THE COMPLAINT IS RECEIVED

- The types of complaints which the Priestly Conduct Committee will investigate are those directly related to the Code of Priestly Conduct as well as the existing policies and procedures of the Archdiocese of Winnipeg:
 - Professional competence and ethical behaviour
 - Administration of parish assets and temporal goods
 - Interactions with Parish and Finance Councils and other ministries of the parish
 - Staff relations and work environment
 - Harassment, intimidation, or abusive behaviour
 - Confidentiality
- The person or persons submitting a complaint will receive acknowledgement by a member of the Priestly Conduct Committee.
- The timeframe for processing and investigating a complaint depends on a number of factors, including the complexity of the issues involved.
- The nature of the complaint will affect the way it is handled and investigated.
- The Priestly Conduct Complaint Form is available by contacting Human Resources at the Chancery Office, or online at www.archwinnipeg.ca