**Complaints and Concerns process**

**Concern/complaint about  
harm or abuse**

If you have a concern or complaint of harm involving someone within the Church, please contact

***National Office for Professional Standards:***

***0800 114 622***

***Email: prof.standards@nzcbc.org.nz***

or

***Insert Role***

***(Insert Name)  
Phone: Insert Phone Number  
Email: Insert email address***

You can also report your complaint directly to  
 the New Zealand Police or to Oranga Tamariki

**Other Complaints**

If you are comfortable to do so,  
please raise your concern or complaint  
directly with the person involved.

This gives an opportunity to  
resolve your complaint or concern  
at the earliest possible stage.

Has the matter been resolved?

**YES**

Matter is at an end

**NO**

Please contact

***Insert Name (Insert Role)***

Phone: Insert phone number  
Email: Insert Email Address