**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