

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

Complaints Officer

Phone: 0800 825 528

Email: complaint@wn.catholic.org.nz

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

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Email: complaint@wn.catholic.org.nz