CATHOLIC DIOCESE OF CHRISTCHURCH

TE TAKIWĀ Ō TE PĪHOPA

Parish Concerns and Complaints Process

This flowchart aligns with the Concerns & Complaints Policy and Procedures accessed on the Diocesan Website cdoc.nz/contact-us

I wish to raise a concern or complaint involving a parish/entity matter, staff, volunteer, or other

If your concern or complaint relates to sexual harm/abuse involving someone within the Church, please contact National Office for Professional Standards: 0800 114 622 prof.standards@nzcbc.org.nz

Informal Resolution



Talk to the person involved and discuss the matter.



This may require more than one meeting, and could involve support parties and/or advice from a cultural aspect.



Provide feedback as to whether you were satisfied with the outcome.

Issue
Resolved
no

yes

No Further Action

Required

If your concern is not appropriate to raise informally or has not been resolved by meeting with the person

Stage 1



Phone, email or write to the parish providing details and dates.



Depending on the concern (General, Employment, Safeguarding, Privacy, Health & Safety) the parish priest or a relevant delegate will determine who the correct person is to manage the concern who in turn will acknowledge receipt of your communication.



Someone will contact you to establish the facts. The person managing the concern may make enquiries which may involve other people. All parties can have a support person.



Provide feedback as to whether you were satisfied.

yes Issue Resolved no

If your concern has not been resolved by previous steps or your concern is more serious or the extent of your concern is not appropriate to contact the parish/entity

Stage 2



Write a letter or email the Diocesan Complaints Officer, outlining your complaint. Include any action taken and documentation to date. For contact details call: 03 366 9869.



The Diocesan Complaints Officer will acknowledge your complaint, ensuring the correct process has been followed and provide an expected time frame for resolution.



If a formal investigation is required, subject to any privacy, or any other legal requirements, the diocese may keep you informed about the investigation process and timeframes.



Once your complaint has been considered and concluded, the Diocesan Complaints Officer will communicate with you.