

## COMPLAINTS PROCEDURE

Our aim is to steward a healthy, Christ-centred community, where all people in our church whanau are honoured and heard, as we journey together. An integral part of this commitment is having a clear and transparent complaints and feedback procedure, to ensure you have opportunity to raise issues that concern you. Handling concerns in a mature, direct way, enable us to quickly address issues as they arise, and work towards unity, mutual understanding and resolution. Whether new or old, we want to proactively work with you to resolve any outstanding issues.

### RAISING FEEDBACK OR A COMPLAINT

You can let us know about your experience:

- In person (please direct your concern to a pastor, or an oversight member, found on our website – [elimdunedin.com/leadership](http://elimdunedin.com/leadership))
- Phone call – ask to speak with one of the above people.
- Via email ([feedback@elimdunedin.com](mailto:feedback@elimdunedin.com))

### CONFIRMATION AND COMMUNICATIONS

- When you contact us, you will receive confirmation of receipt of your complaint or feedback within 2 working days. If this hasn't happened, please reiterate your concern again to the Senior Leader directly ([gabe@elimdunedin.com](mailto:gabe@elimdunedin.com)).
- Your complaint/feedback will be assigned a case liaison person, for your direct contact
- Each party may bring their own support person to meetings or we can make one available.

### CASE INVESTIGATION

- We commit to initial investigations of the incident within two (2) weeks of first contact.
- You may be required to participate in a further conversation to clarify all of the details of the event, including dates, times, persons involved.

### DELIBERATION

- Your case will be considered at a level commensurate with the concern raised. These include: Senior Management Team; the Senior Leader, the Elim Dunedin Oversight, and where necessary Elim NZ National Leadership Team or an external advisory agency. You will be notified of the level that has been applied.
- You will receive feedback from the case liaison person about the final deliberations, within four (4) weeks of first contact (unless a longer, pre-agreed period of investigation is needed).

### RESOLUTION

- Whether a complaint or feedback is addressed formally or informally, we will ensure to embrace all lessons learned, to reach for appropriate interactions in the future.
- Hopefully, all parties will have had opportunity to hear the other party(s) concern, and we can continue to grow and invest in this vibrant community. Ideally this looks like restoration and reconciliation, but other outcomes may be necessary depending on the situation.
- If you are dissatisfied with the outcome of your complaint/feedback, you can ask the Senior Leader or Oversight to reconsider the situation again.