

## **Complaints Procedure**

The Diocese of Nelson has people you can talk to if you have concerns about the standard of ministry you or someone else has received.

These people are independent of the Diocese and are experienced in undertaking this role. They will listen to your concerns and try and resolve them with you. If you need support, they will put you in touch with appropriate support services.

If your concern is serious, they may refer it elsewhere for further action.

Please call Merv and Lorraine on phone 0274-861-561 or 06 377-4709