

## Our Commitment to You

New Day Church Auckland values our relationship with you as a member of our congregation, a visitor to a service, event or community initiative or as a parent of a young person in our children's or youth programme.

It is our hope that your interactions with our staff, volunteers or other church members positive, respectful, and hope-filled.

If you are not happy with any aspect of the services we provide, we would like to hear from you so that we can investigate and put things right.

We will:

- Treat you with respect, in a fair and courteous manner at all times.
- Be clear and timely in our communications to you.
- Always comply with relevant NZ law.

## How to let us know if you have Feedback or a Complaint

If for any reason you are not happy with any aspect of your experience at a New Day Church service or event, we would be keen to hear from you as soon as possible so that we can address the matter. Please contact us using one of the following options:

### **Email**

You can let us know about any general feedback, suggestions or concerns by emailing us at: [admin@newdaychurckauckland.com](mailto:admin@newdaychurckauckland.com)

### **Confidential or Serious**

If the matter is serious or sensitive in nature, by emailing us at: [Russell@newdaychurckauckland.com](mailto:Russell@newdaychurckauckland.com).

This will be addressed in confidence by our Senior Leadership Team in close consultation with our Trust Board.

If your complaint relates to your personal information or our practices, please contact us by phone on +64 21 275 8758.

If you have concerns or incidents related to child protection, please raise these matters immediately and directly with the Senior Pastor or the Kids/Youth Pastors.

As guided by New Day Church's Child Protection policy this may be escalated to the Senior Leadership Team, the NZ Police and with Oranga Tamariki involvement as required. Call New Day Church on +64 21 275 8758 if you need to speak with the pastor.

## What Happens Next?

Once you've told us about your concern, we will acknowledge your contact within 5 working days. We will investigate it and discuss a resolution with you.

If we can't resolve it straight away, or if the issue is of a very complex nature, we will give you an idea of how long it will take us to investigate the issue. We'll also let you know who will be managing it for you and commit to regularly communicate with you until the matter is resolved.

You may also seek independent advice or assistance from:

- Your personal lawyer
- The Citizens Advice Bureau
- Your Community Law Centre
- The Office of the Privacy Commissioner (for privacy issues)