

MANAGING CRITICISM & COMPLAINTS—LEVELS OF RESPONSE

A person brings a complaint or criticism about a person, leader or programme or Church action/policy. They do not wish to take the matter to a formal PCANZ level, but wish for a response and/or resolution. Below are responses based on Matthew 18 guidance about handling disputes with others. The complaint may come to a staff member, a Pastor, a leader, or an individual in the Church. At any stage a person may have to be supported to make a formal complaint through the PCANZ process.

