# If you have a complaint

The Methodist Church expects everyone to be treated with respect and dignity. However, if unwelcome or unacceptable behaviour occurs, then it should be addressed as soon as possible. So please:

* Firstly, and only if appropriate, contact your presbyter, minister or senior layperson
* Otherwise, contact the General Secretary of the Methodist Church  
  email [generalsecretary@methodist.org.nz](mailto:generalsecretary@methodist.org.nz) or   
  telephone **0800 266 639 ext 824**.
* Alternatively, complaints may be made online and will be received only and directly by the General Secretary. <https://www.methodist.org.nz/complaint-form>

At all stages, we will seek to address issues and challenges with compassion, humility, and respect for the dignity and privacy of everyone who may be involved.

Where appropriate, complaints will be dealt with according to the Church Rules and Regulations, but when warranted, we may refer the matter to other support agencies or the NZ Police.

Section 8 of the Church Rules and Regulations is available here. <https://www.methodist.org.nz/whakapapa/mcnz-law-book/>