

Complaint Procedure

ADVICE TO THE GENERAL PUBLIC

Celebrants Aotearoa has a robust and transparent complaints process based on natural justice, which involves a disciplinary sub-committee as well as the National Executive. Please be assured that any complaints will be dealt with by Celebrants Aotearoa with discretion and confidentiality.

To make a complaint against one of our members

- In the first instance, please email president@celebrantsaotearoa.co.nz
- From here, our process is to check that the complainee is a member of Celebrants Aotearoa. If not, we will direct you to the appropriate avenue:
 - Complaints against a non-member marriage celebrant – see [Births, Death and Marriages complaints procedure](#)
 - Complaints against a non-member funeral celebrant – we recommend talking with the Funeral Director(s) you have been working with.
- If they are a member, we request a written complaint that we will record and forward to the Celebrants Aotearoa member. There is a 14 day right of response from the member which you will receive, and you have 14 days to answer that; and then there is another 14 day time period in which the member can offer a final response.

Submissions are then closed. The President will meet with the disciplinary sub-committee and deliver its decision in due course. We would expect resolution to occur and the outcome to be notified to you within 6–8 weeks, in accordance with the relevant Rules.

Mediation will be offered, if necessary. If this is not an option, then the complaint will be discussed at the next National Executive meeting, where a decision will be made and both Celebrants Aotearoa member and complainant will receive a copy of the outcome, with appropriate actions to follow.