

Complaints

Newfrontiers is committed to handling complaints in a way that is fair, transparent and impartial. If you have a complaint about an individual, a church or a sphere within the Newfrontiers Apostolic Fellowship you should firstly take it up with the relevant church, or with those providing oversight and support to that church or sphere.

If you would like help in identifying to whom a complaint should be addressed please email the details of your complaint to office@newfrontierstogether.org and we will direct you to the appropriate person or team.

In order to help identify the right person please give the following details:

- Your name and contact details
- Date of incident
- A summary description of the complaint, including the name(s) and role(s) of person(s) who are the subject of the complaint
- Details of the church or setting where the incident occurred

Newfrontiers provides support to networks of Apostolic leaders, and in most cases we will simply help identify which leader and network would be responsible for investigating and resolving the complaint. In cases where it would be appropriate for Newfrontiers Trust to investigate, we will forward you a copy of the full complaints policy as well as details of how the complaint will be investigated and by whom.

In all cases we will not consider complaints about theological doctrine.

We commit to responding to you in a timely fashion with details of who will be responsible for investigating the complaint and to what timescales you can expect to receive an update as to progress.