



AOTEAROA NEW ZEALAND MARIST BROTHERS TRUST BOARD

Complaint Response & Redress Guidelines

05 May 2026

1. INTRODUCTION

The Aotearoa New Zealand Marist Brothers are committed to a better world for everyone, in which all persons are valued without exception, especially the most vulnerable.

Throughout this document, we use the word Survivor to refer to individuals who have experienced abuse. We acknowledge and respect that people may choose different terms to describe their own experiences, including tangata whaiora, victim, thriver, or other personal identifiers.

We accept that abuse occurred in the past and acknowledge the long-lasting consequences of abuse. We are sincerely sorry for the hurt caused to those in our care, and we seek to respond with care and respect towards all survivors.

As part of the pastoral care process, the New Zealand Marist Brothers Trust Board will include a respectful and appropriate holistic package including monetary redress to survivors on behalf of the Marist Brothers. All redress is offered as an expression of our regret and acknowledgement of the harm caused.

Poipoia te kākano kia puāwai.
Nurture the seed, and it will blossom.
(Māori proverb)

2. RAISING A COMPLAINT

Where to raise a complaint:

1. Aotearoa New Zealand Police: Phone 111 or 105 directly
2. Complaints can be made directly to the Marist Brothers Professional Standards Office (PSO):
 - a. Jonathan Sankey, Professional Standards Manager
 - b. Phone: (NZ) 022 648 4014
 - c. Email: PSO@pacificdps.com
 - d. Website: [Professional Standards | Marist Brothers NZ](#)
3. Complaints can also be made directly to the National Office for Professional Standards (NOPS):
 - a. Phone: (NZ) 0800 114 622
 - b. Email: prof.standards@nzcbc.org.nz
 - c. Website: [Home - National Office for Professional Standards](#)

Investigation Process:

How does the Marist Brothers Professional Standards Office Complaint Process Work?

For all sexual abuse complaints against non-religious or complaints of physical, emotional or neglectful abuse

1. Receiving the Complaint

The Professional Standards Office ensure every complaint is taken seriously and treated with care and respect.

2. Initial Assessment

The Professional Standards Office conducts an initial assessment to understand the nature of the complaint and to determine immediate safety or support needs.

3. Referral and Investigation

If the complaint is within the scope of the NOPS - allegation of sexual abuse against a religious or clergy, the Professional Standards Office will support and assist with sharing the complaint details with NOPS.

With Survivors consent, the Professional Standards Office can assist and support Survivors with sharing their complaint with the New Zealand Police.

If the complaint is not within the scope of NOPS, the Marist Brothers Professional Standards Office will appoint an independent investigator to conduct a thorough and impartial inquiry.

4. Support for Complainants

Throughout the process, support is offered which can include pastoral care and access to ACC accredited services.

5. Outcome and Follow-Up

Once the inquiry concludes, recommendations are made to the Marist Brothers from the Complaints Assessment Committee or independent group and or other appropriate Church authorities for appropriate action.

How does the National Office for Professional Standards (NOPS) Complaint Process Work?

For complaints of sexual abuse against religious or clergy

1. Receiving the Complaint

Complaints can be made directly to NOPS. NOPS ensure every complaint is taken seriously and treated with care and respect.

2. A Path to Healing

NOPS follow the principles and guidelines in *Te Houhanga Rongo - A Path To Healing*.

3. Initial Assessment

NOPS conducts an initial assessment to understand the nature of the complaint and to determine immediate safety or support needs.

4. Referral and Investigation

Where appropriate, complaints are referred to an independent investigator to conduct a thorough and impartial inquiry. This process respects the rights of all involved - the complainant, the respondent, and the wider community.

5. Support for Complainants

Throughout the process, support is offered which can include pastoral care and access to ACC accredited services.

6. Outcome and Follow-Up

Once the inquiry concludes, recommendations are made to the Marist Brothers and/or other appropriate Church authorities for appropriate action.

Flow Chart:



Figure 1 Complaint Response and Investigation Process

REDRESS

3. PRINCIPLES OF REDRESS

- 3.1 Survivor centered; prioritise the needs, voices, and choices of survivors.
- 3.2 Trauma-Informed; minimise re-traumatisation through sensitive procedures.
- 3.3 Equitable and Inclusive; ensure access regardless of gender, age, ethnicity, or background.
- 3.4 Transparent and Accountable; maintain clear processes and oversight mechanisms.
- 3.5 Restorative; promote healing through acknowledgment, apology, and redress.
- 3.6 Commitment for the Future; we are committed to preventing future harm through safer, more accessible and continuously improving responses.

4. FORMS OF REDRESS

- 4.1. Holistic Support.
- 4.2. Apology and Acknowledgment.
- 4.3. Psychological, Spiritual and Medical Support.
- 4.4. Restitution and Rehabilitation Services.
- 4.5. Educational and Vocational Support.
- 4.6. Monetary Redress.

We recognise the complexity of redress and unique needs. Redress can look like a blend of the above and can be worked through with the Marist Brothers Professional Standards Office.

5. HOLISTIC SUPPORT

The Marist Brothers' commitments include:

- 5.1. Maintaining the Marist Brothers Professional Standards Office and support for Survivors.
- 5.2. The New Zealand Marist Brothers Trust Board being available to directly support the Professional Standards Office when required.
- 5.3. Supporting Survivors with access to representatives not affiliated with the Marist Brothers or the Catholic Church to support with a response.
- 5.4. Providing trauma-informed care that respects each survivor's beliefs and boundaries.
- 5.5. Ensuring cultural safety, especially for Māori and Pacific survivors, by involving kaumātua, tohunga, or cultural advisors.
- 5.6. Administrative support in accessing state schemes such as ACC and Social Services.

6. APOLOGY AND ACKNOWLEDGEMENT

The Marist Brothers' commitments include:

- 6.1. Delivering personalised, survivor-informed apologies, in writing and/or in person as per the Survivors wishes.
- 6.2. The Marist Brothers or the Professional Standards Manager to be available to offer this apology as per the Survivors wishes.
- 6.3. Including acknowledgment of specific harms, institutional failures, and long-term impacts in the apology.
- 6.4. Continuing to recognise Survivors of Abuse every year on 12 November.

7. PSYCHOLOGICAL, SPIRITUAL AND MEDICAL SUPPORT

The Marist Brothers' commitments include:

- 7.1. Providing access to trauma-informed therapy and healthcare, as directed by professionals. Including specialist services for PTSD, addiction, and complex trauma.
- 7.2. Providing access to assessments and treatment as directed by medical professionals for physical injuries or chronic conditions resulting from abuse.
- 7.3. Services being independent, accredited, survivor-chosen, and culturally appropriate.
- 7.4. The continuity of care to avoid requiring survivors to retell their trauma repeatedly.

8. RESOLUTION & REHABILITATION SERVICES

The Marist Brothers' commitments include:

- 8.1. Enabling the Marist Brothers Professional Standards Office to support Survivors and whanau with accessing appropriate services.
- 8.2. Working with Survivors and tailoring services to individual needs and goals through the Professional Standards Office.
- 8.3. Including whānau and community-based supports where appropriate.

9. EDUCATION AND VOCATIONAL SUPPORT

The Marist Brothers' commitments include:

- 9.1. Recognising individual loss of potential and opportunity.
- 9.2. Supporting Survivors with independent study or training.
- 9.3. Financial contribution and support to access further educational or training programs.
- 9.4. Supporting access to independent career counselling and or mentorship.

10. MONETARY REDRESS

The Marist Brothers' commitments include:

- 10.1. Ensuring payments are fair and timely.
- 10.2. Financial assistance and support for survivors to access legal and financial advice during the redress process may be available.
- 10.3. Non-disclosure agreements, Deeds of Agreement or Settlement Agreements will not be required.
- 10.4. The Marist Brothers in Aotearoa New Zealand regularly reviews its policies and practices, and responsibility for redress sits with Catholic Church authorities. The Marist Brothers are committed to a holistic approach that includes apology, pastoral support, and financial redress.
- 10.5. The Aotearoa New Zealand Marist Brothers will support the Catholic Church's guidelines and principles for redress and uphold the unified one Church approach.
- 10.6. The Common Payment Framework recently released by the Government is one consideration for Church authorities when making decisions about financial redress.

11. FACTORS TO CONSIDER IN DETERMINING REDRESS

- 11.1. *Nature and Severity of Abuse*: Type (physical, sexual, spiritual, emotional or psychological), frequency, duration and the number of perpetrators).

- 11.2. *Impact on Survivor*: Psychological, physical, social, and economic consequences.
- 11.3. *Age and Vulnerability at Time of Abuse*: Special consideration for children or disabled individuals.
- 11.4. *Cultural and Community Context*: Tailor redress to cultural needs, especially for Indigenous or minority communities.

12. MONETARY REDRESS MATRIX

Financial redress may be part of the Marist Brothers response. We acknowledge the profound impact that abuse can have on individuals, families, and communities. Monetary redress may be available as part of a process that aims to acknowledge harm and support healing. Any consideration of an ex-gratia payment is subject to careful review and assessment, with the survivor's wellbeing treated as central throughout.

Payments aim to be fair and timely and offered within 30 days of the investigation outcome and recommendations received. Some support may be available to help Survivors access independent legal or financial advice.

The Marist Brothers support any Catholic Church redress when available. Survivors may choose to seek monetary redress under the Marist Brothers' current sexual abuse guidelines or once the Catholic Church's redress scheme is available. The Government's [Common Payment Framework](#) is one model the Catholic Church may consider when determining monetary redress.

Following a thorough and sensitive investigation and review, monetary redress may be available. The average redress payment is as follows:

- \$50,000.00 NZD sexual abuse.
- \$20,000.00 NZD physical abuse.
- \$10,000.00 NZD emotional or psychological abuse.

13. REVIEW OF PREVIOUS MONETARY REDRESS

The Marist Brothers acknowledge that the redress provided to Survivors has, in some cases, fallen short of what is now recognised as appropriate. In light of this, the Marist Brothers are open to reassessing previously settled redress claims, in accordance with the principles outlined in this policy.

Survivors may choose to seek monetary redress under the Marist Brothers' current *Complaint Response & Redress Guidelines* or once any Catholic Church guidelines are available.

Monetary redress will be subject to a one-time review. However, ongoing access to pastoral care, psychological support, and medical assistance will continue to be available.


14. WHĀNAU (FAMILY)

Family members impacted over the abuse of their loved ones can fall within the scope of our care and support process. These are people who have identified themselves and who have come forward with their separate formal complaint.

Where apparent signs of distress are present, support may be shared amongst appropriate family members across individual cases, i.e., parents, spouse, or children. Whānau needs will remain a primary focus.

15. GUIDELINES

The Professional Standards Manager on behalf of the Marist Brothers may make an offer of redress within the guidelines to the complainant based on the circumstances of the case.

Guidelines	Guidelines
Signature of Board Chairperson	 Br Darren Burge
Date written/revised	05 May 2026
Date of approval by the Board	05 May 2026
Name of Organisation	The New Zealand Marist Brothers Trust Board
Scheduled review date	05 May 2027