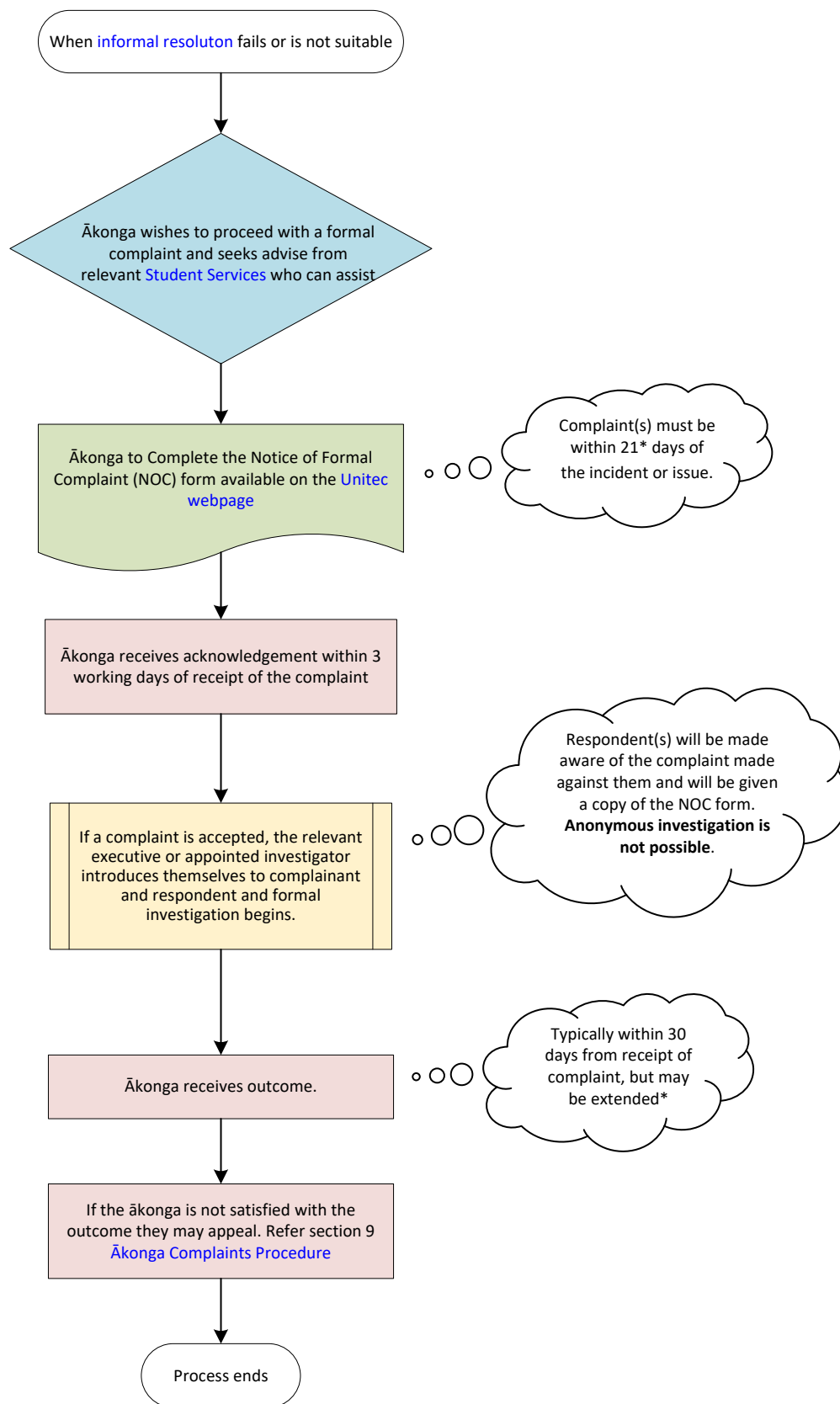


Formal Complaints guidance for ākonga



*Please note:

- Complaints made beyond 21 days of the incident or issue may only proceed at the discretion of the relevant executive.
- The policy specifies an outcome will be delivered in writing within 30 days of receipt of the complaint. This may be extended where the investigator needs further time to address all matters raised in the complaint, all parties are notified and kept informed of extensions to timeframes.
- Unitec encourages ākonga to bring a support person to any meetings related to their complaint.
- For more information please visit complaints.unitec.ac.nz