



# Notice of Formal Complaint

## About submitting a formal complaint

- Before submitting a formal complaint, please read Unitec's [Student Complaint Resolution Procedures](#).
- To raise a formal Academic Complaint, refer to the [Academic Complaint Procedure](#) and complete the Academic Complaint form and email it to the email address on the form.
- To raise a formal complaint related to Te Puna Waiora Medical Centre refer to the Medical Centre's Complaint Management Policy.
- To submit any other formal complaint, complete this form and email it to [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz)
- For more information on the formal complaints process, visit [complaints.unitec.ac.nz](http://complaints.unitec.ac.nz) on our website.
- For support with the formal complaints process you can contact the [Student Advocate](#).
- If a complaint includes allegations about another individual, that person will be provided with a copy of this completed complaint form and any other relevant documentation.
- If the complaint is from a group of students, please provide a list of names and id numbers of all students in the group complaint. Please identify the primary contact person and their contact details in the "Your details" section of this form.
- Upon receipt, the Notice of Formal Complaint will be forwarded to the relevant Executive or manager (who has responsibility for the area in which a concern has been raised) for investigation and decision making.
- The information collected on this form will be managed in accordance with Unitec's [Privacy Policy and Procedures](#).

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## Resolving complaints informally

Wherever possible, students are encouraged, in the first instance, to resolve a concern by using a direct and informal approach to the individual, school or service concerned. In many circumstances using informal channels may mean that you are able to reach a satisfactory outcome sooner. Tips for resolving complaints informally:

- a) Discuss concerns directly with a relevant party such as a Lecturer, Academic Leader, Head of School (HoS), Manager or Director.
- b) Seek support from [Student Support Advisors](#).

**YOUR DETAILS**

Student ID No#: \_\_\_\_\_

Name \_\_\_\_\_

I am a  domestic /  international student (tick one)

Study Programme: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email Address: \_\_\_\_\_

The best way for us to contact you in relation to this complaint is: \_\_\_\_\_

**YOUR COMPLAINT**

What is your complaint about?

- Student's behaviour
- Unitec services or administration
- Academic matters other than an academic decision\*
- Staff member's behaviour
- Other

If 'other' please specify: \_\_\_\_\_

*\*If your complaint is about an academic decision within the scope of the [Academic Complaint Procedure](#), do not complete this form and refer to that procedure instead.*

**Date the incident occurred:** \_\_\_\_\_

**Describe your complaint:** What happened and when, who was involved?

- Attach extra pages as necessary and any documents/evidence that might help us investigate your complaint

**What have you done to try and resolve the complaint?** Describe any relevant background and previous actions you have taken to try to get the matter resolved.

- Who have you spoken to? E.g. Lecturer, Academic Programme Manager, Head of School.
- Have you approached the Student Services for any support or guidance with your complaint? E.g. Student Support Advisor, Student Advocate, Student Rep or President

**What would you like to see as an outcome or remedy for the problem?**

I understand that the respondent will be notified the complaint has been made against them and of the nature of the complaint.

I confirm that I have completed this form, or have overseen the completion of the form, and that the contents are true and correct to the best of my recollection.

**Signature (or electronic signature) of student making this complaint:**

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**Date:** \_\_\_\_\_

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