

# Notice of Formal Complaint Form



Where a concern cannot be resolved informally, you may make a formal complaint and email this form to [studentcomplaint@unitec.ac.nz](mailto:studentcomplaint@unitec.ac.nz) with any other supporting documents.

Before you submit this form:

1. Read [Ākonga Concerns and Complaints Policy](#) and [Ākonga Complaints Procedure](#).
2. If your complaint is about Assessment or Grade decision, do not complete this form. Please refer to the [Grade Reconsideration Process](#).
3. Discuss the situation with a Student Advocate who can guide you and support you through the process.
4. For more information on the formal complaints process, visit [complaints.unitec.ac.nz](https://complaints.unitec.ac.nz).
5. If you would rather provide feedback, please visit the [Student Feedback Page](#).

## A) Your Details

### a) Individual Complaint

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Preferred Name:	<input type="text"/>	ID Number:	<input type="text"/>
Email:	<input type="text"/>	Phone Number:	<input type="text"/>

The best way for us to contact you in relation to this request

☐ Email ☐ Phone

Please tick one:

☐ Domestic Learner ☐ International Learner

Please tick all that apply:

☐ International ☐ Māori ☐ Pacific ☐ Under 25 ☐ Disability

### b) Group Complaint

#### Primary Contact Person Details

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Preferred Name:	<input type="text"/>	ID Number:	<input type="text"/>
Email:	<input type="text"/>	Phone Number:	<input type="text"/>

The best way for us to contact you in relation to this request

☐ Email ☐ Phone



#### Group Details

Name	ID Number	Email	Signature

#### B) Programme Details

Programme name:

Course Name:  Course Code:

#### C) What is your complaint about?

- ☐ Course or programme
- ☐ Enrolment or admission decision
- ☐ Actions and behaviour of ākonga
- ☐ Actions and behaviour of kaimahi
- ☐ Administrative systems, services or decisions
- ☐ Te Pūkenga compliance with the Code of Practice 2021
- ☐ Access to regulations, policy, or procedures that affect ākonga

#### D) Date the incident occurred:

**E) 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.

**F) 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

**G) What would you like to see as an outcome or remedy for the problem?****H) Declaration**☐

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 knowledge.

☐

I understand the respondent will be notified the complaint has been made against them and of the nature of the complaint and any persons mentioned in this form will be informed.

Signature of ākonga making this complaint:

Date