



# Notice of Formal Complaint

## About submitting a formal complaint

- Before submitting a formal complaint please read Unitec's [Student Complaint Resolution Procedures](#).
- To formally appeal an academic grade decision complete a [Notice of Appeal](#) form and email it to [resolutions@unitec.ac.nz](mailto:resolutions@unitec.ac.nz)
- 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 Advocates](#).
- 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. \*
- 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](#).
- c) If the concern is regarding an academic grade decision, refer to the Unitec [Grades Appeal web page](#) for guidance.

**YOUR DETAILS**

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

Name \_\_\_\_\_

I am a domestic / international student (delete 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 grade decision\*
- Staff member's behaviour
- Other

If 'other' please specify:

*If your complaint is about an academic grade decision do not use this form, instead complete a [Notice of Appeal](#) form and refer to the [Students Appeals Procedure](#).*

**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. E.g. Who have you spoken to?

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

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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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**\*PLEASE NOTE:**

If you are concerned about what will happen if this information is shared, the [Student Advocates](#) will support you through this and ensure your rights and safety are protected.

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