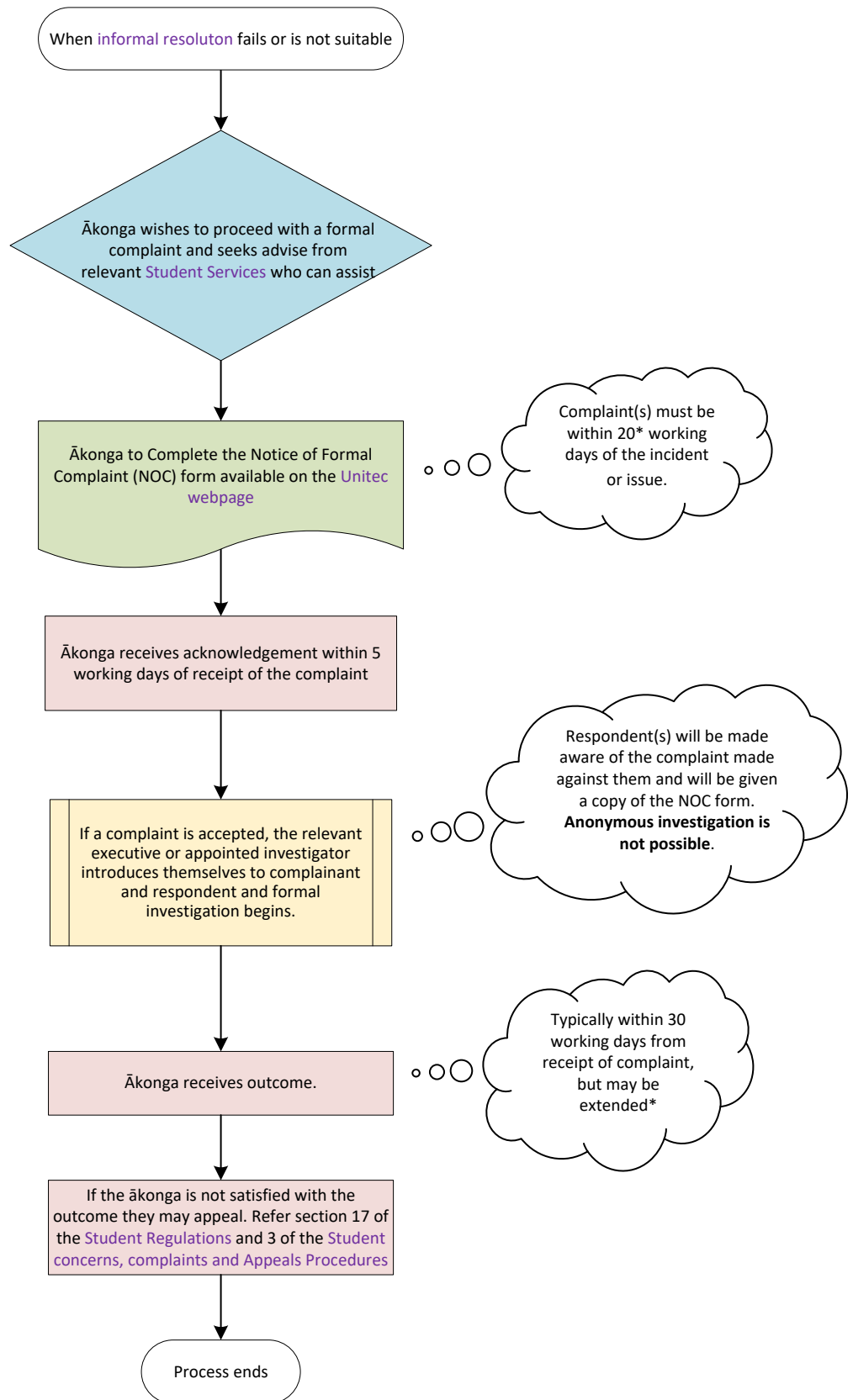


## Formal Complaints guidance for ākongā



### \*Please note:

- Students are required to notify Unitec if they need to extend the period beyond the 20 working days. Unitec may agree to extend these in exceptional circumstances.
- The policy specifies an outcome will be delivered in writing within 30 working 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 ākongā to bring a support person to any meetings related to their complaint.
- For more information please visit [unitec.ac.nz/complaints](http://unitec.ac.nz/complaints)