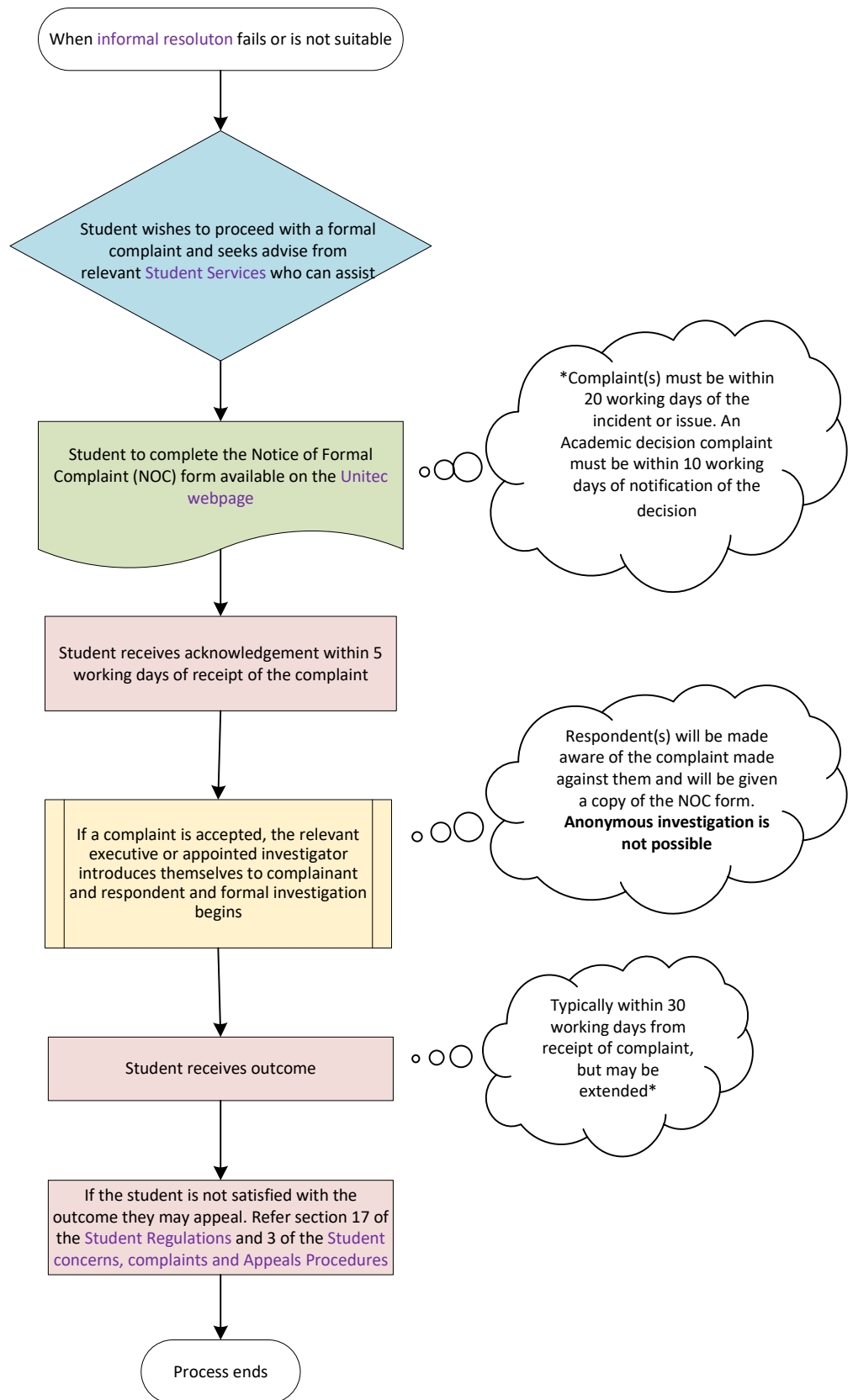


Formal Complaints guidance for students



*Please note:

- Unitec may agree to extend timelines to submit a complaint in exceptional circumstances. For Academic Decisions complaints student is required to notify in advance. Please refer section 14.3.2 of the [Student Regulations](#).
- The Procedure 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 and kept informed of extensions.
- Unitec encourages students to bring a support person to any meetings related to their complaint.
- For more information please visit unitec.ac.nz/complaints