



When should I submit a formal complaint?

You should submit a formal complaint when you want to formally express dissatisfaction with Wintec when you feel expectations and standards have not been met. Your complaint may concern the behaviour of a staff member, the behaviour of another student, our services, facilities or academic matters such as delivery or quality.

You should **NOT** submit a formal complaint when appealing an academic decision (admission to a programme, cancellation of enrolment, transfers of credit, grades etc.). Please see our Academic Appeals form for more information.

Unsure if a formal complaint is right for you?

Formal complaints can take several weeks to investigate and you may be required to attend meetings with staff. If you're not sure if your complaint requires this process, Wintec has several other ways you can provide feedback.

- **Staff:** Our staff are here to help. Wintec always encourages students to talk to staff in the first instance before submitting a formal complaint. Please approach a staff member who you trust to discuss your issue and will provide you with assistance or advice.
- **Student Forums:** Each class has a student representative to present the collective issues of the class directly to management staff. Keep them informed throughout the semester and they can present your concerns and report back.
- **EvaluationKIT:** Students are formally surveyed three times per semester. Responses are anonymous and staff receive your feedback as soon as the surveys close.
- **Student Voice 24/7:** If you think your problem might have a quick solution, submit your feedback at studentvoice.wintec.ac.nz.

Submit your application in person to the Student Enrolment and Information Centre (SEIC) or email it to academicservices@wintec.ac.nz.

Student ID

What is your complaint about? Select all that apply.

Name

A staff member

Academic matters

Email

Another student

Facilities

Centre/School

Services/administration

Other

Describe what happened and when it happened. Please attach additional pages or documents if required.

What have you done to try to resolve the complaint? Have you spoken to someone? What would you like to see as an outcome?

If given the opportunity, I would like to 'unpack' this complaint with a staff member before it is processed as a formal complaint.

Yes

No

- I understand that the person I am making a complaint about will be notified that a complaint has been made against them and of the nature of this complaint.
- I understand that if I am making a complaint about a staff member, the complaint will be referred to our Human Resources department and their process will be followed.
- I understand that the formal complaints investigation process can take several weeks depending on the case complexity and availability of staff/students for any meetings during the investigation.
- I understand that I may be required to attend meetings as part of the investigation.
- I confirm that I have completed this form, or have overseen the completion of this form, and that the contents are true and correct to the best of my recollection.

Signature

Date