

FORMAL COMPLAINT

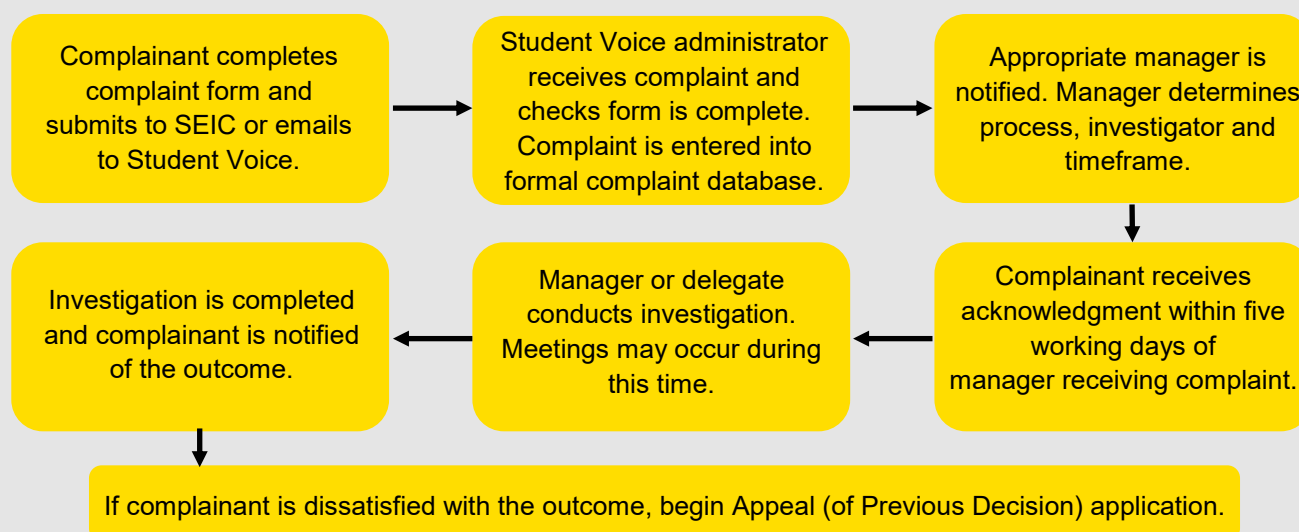
NAME	<input type="text"/>	CENTRE/SCHOOL	<input type="text"/>
STUDENT ID	<input type="text"/>	EMAIL ADDRESS	<input type="text"/>

You should submit a formal complaint if you feel expectations or standards have not been met and you want to formally express this. Your complaint may concern the behaviour of a staff member, the behaviour of another student, our services, administration, facilities or an academic matter related to your programme or module.

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.

Before completing this form, have you considered the other ways you can give feedback? Our staff are here to help and we encourage you to talk to staff about any issues you are facing in the first instance. If you are not comfortable speaking with a staff member, there are other options including student forums, class evaluations (EvaluationKIT) and Student Voice 24/7 where you can raise your concerns.

If you would like to proceed with a formal complaint, please complete the following form and submit it in person to our Student Enrolment and Information Centre (SEIC) or email it to studentvoice@wintec.ac.nz.



COMPLAINANT DECLARATION

- I understand that if my complaint is about another person, this person will be notified that a complaint has been made against them and the nature of this complaint.
- I understand that if my complaint is about a Wintec staff member, the complaint will be referred to our human resources department and their process will be followed.
- I understand that the formal complaint investigation process can take several weeks depending on the case complexity and the availability of staff/students for any meetings during the investigation.
- I understand that I may be required to attend meetings and/or provide additional information 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.

Student Signature	<input type="text"/>	Date	<input type="text"/>
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What is your complaint about? Tick all that apply.

A staff member

Programme/Module

Facilities

Another student

Wintec Services/Administration

Other

Please describe what happened in as much detail as possible.

Attach additional pages if needed

What have you done to try to resolve the complaint? Have you spoken to someone? If so, who?

If you haven't already spoken to someone, would you like the opportunity to 'unpack' this with a staff member before it is processed as a formal complaint?

Yes

No

What would you like to see as an outcome?

Thank you for taking the time to submit this complaint. You will receive an acknowledgement from the relevant Centre/School/Team within five working days of this complaint being processed.