

## Formal Complaint Form

You should submit a formal complaint if you feel expectations or standards have not been met and you want to formally express this. Complaints should be submitted within 21 days of the incident or event occurring, per the Te Pūkenga Ākonga Concerns and Complaints policy.

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 Ākonga Appeals process.

Upon completion, this form can be sent to [complaints@wintec.ac.nz](mailto:complaints@wintec.ac.nz) or be submitted to our Student Enrolment and Information Centre (SEIC).

<b>First Name</b>		<b>Last Name</b>	
<b>Email Address</b>		<b>Student ID</b>	
<b>Centre/School</b>		<b>Programme</b>	

**What is your complaint about? Tick all that apply**

Another student

Programme and/or paper

Wintec services and/or administration

Facilities

A staff member

Other

**Please describe what happened in as much detail as possible. You may attach additional documents if required:**

**What have you done to try to resolve the complaint? Who have you spoken to about your concerns?**

**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?**

### 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 | Te Pūkenga 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 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

<b>Signed</b>		<b>Date</b>	
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