

AC10 - Complaint Form

Date First Approved:	September 2016
Approved By:	
Version Number:	3
Review Date:	July 2017

Before making a formal complaint, you should first read AC08 - Concerns and Complaints Policy and Procedure available at the NZIBT office, or in the Complaints and Appeals Section of your Student Handbook or on the website www.nzibt.ac.nz

In the first instance you should make every effort to resolve a concern by using a direct and informal approach to the individual concerned wherever possible. If a complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form. Please note that there is another policy to deal with Student Academic Misconduct – refer to AC09 – Student Misconduct Policy and Procedure.

Delivery of your completed Complaint Form via ONE of any of three methods below:

1. In person to the NZIBT office, Room HUD138, Hudson Building, Lincoln University in a sealed envelope, Attention: Campus Manager and marked "Complaint – Confidential"
2. Posted to NZIBT, PO Box 85055, Lincoln University, Christchurch 7647, New Zealand – Attention: Campus Manager and marked "Complaint – Confidential"
3. Emailed to the Campus Manager - john@nzibt.ac.nz

NOTE: In the event the complaint is about the Campus Manager please send your complaint form to the above postal address for the attention of the Chairman of the Board and marked "Complaint – Confidential".

YOUR DETAILS

Full name: _____

Student ID (if applicable): _____

YOUR CONTACT DETAILS

Street Number and Name: _____

Suburb: _____ Town/City: _____

Country: _____ Telephone: _____

Email: _____ Cell Phone: _____

DESCRIBE YOUR COMPLAINT (ATTACH ADDITIONAL PAGES IF NECESSARY)

WHAT STEPS HAVE YOU TAKEN TO RESOLVE YOUR COMPLAINT?

WHAT WOULD YOU LIKE THE OUTCOME TO BE?

Signature:

Date:

Office Use Only

Date Received: _____ File Number: _____ Received by: _____