

1.2 Academic Complaint Investigation Outcome Template - for notification of outcome to student

Note: The words in italics are guidance and should be deleted before sending the notification

Kia ora _ *(add name of the student)*,

Thank you for raising your concerns through the Academic Complaint process. This email is to notify you of the outcome of the investigation conducted in relation to your Academic Complaint and any decisions made.

Your complaint relates to:

Summarise or list the concerns from student's original Academic Complaint

Your Complaint was investigated as follows:

List investigation steps, dates, people

Investigation Outcome:

Explain the findings of the investigation

Resolution/Decisions made:

Based on the findings of the investigation your Complaint has been <upheld or not upheld> The reasons are:

- *List reasons*

If appropriate add any remedies or compensation that are being offered

If appropriate add these words:

On behalf of Unitec we are very sorry that this issue occurred and we sincerely apologise for any concern this has caused you. We wish you every success in your future study and do hope you will continue at Unitec to complete your <Qualification name>. If you would like to discuss the outcome of this investigation further, please contact me on my cellphone *(insert phone number)* or via my email address *(insert email address)*

Include the paragraph below in every email

Right to Appeal

If you are not satisfied with the outcome of this decision you **may** have a right to appeal. Please see the allowed grounds and procedure to appeal in the Student Appeals Procedure. You **must** discuss the grounds for appeal with Student Services before applying. See the Unitec website page **(add info here)** for further information.

Your sincerely

Insert name and job title etc